



**REGULAR OPEN MEETING OF THE UNITED LAGUNA WOODS MUTUAL BOARD
OF DIRECTORS A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION**

**Tuesday, January 9, 2018 - 9:30 AM
Laguna Woods Village Community Center Board Room 24351 El Toro Road**

NOTICE OF MEETING AND AGENDA

- 1. Call to Order / Establish Quorum - Juanita Skillman, President**
- 2. Pledge of Allegiance – Director Skillman**
- 3. Acknowledge Media**
- 4. Approval of Agenda**
- 5. Approval of the Meeting Minutes**
 - a. December 12, 2017 - Regular Open Session
- 6. Report of Chair**
- 7. Update from VMS - Director Rader**
 - a. Website Update – Director Leonard
- 8. CEO Report**
- 9. Open Forum (Three Minutes per Speaker) - *At this time Members may address the Board of Directors regarding items not on the agenda and within the jurisdiction of this Board of Directors. There is a maximum time limit of three minutes per speaker and a speaker may only address the Board once during this period. The Board reserves the right to limit the total amount of time allotted for the Open Forum.***
- 10. Responses to Open Forum Speakers**
- 11. Consent Calendar - *All matters listed under the Consent Calendar are recommended for action by committees and will be enacted by the Board by one motion. In the event that an item is removed from the Consent Calendar by members of the Board, such item(s) shall be the subject of further discussion and action by the Board.***
 - a. Architectural Control and Standards Committee Recommendations:
 - (1) Approve 413-A (Madrid, 4) Bathroom Addition, Change of Room Use,

Hearing loop technology is available in the Board room for attendees who have hearing aids with a t-coil

Window Addition, Atrium window to door and Installation of Resized Window in Living Room

(2) Approve 535-B (Seville, 5) Retain Entry Door Color

(3) Approve 535-C (Seville, 5) Retain Entry Door Color

(4) Approve 703-B (Valencia, 9) Bathroom Split, Door Revision, Repurpose Bedroom and Atrium Wall Revision

(5) Approve 2048-A (Valencia, FG04) Install Access Ramp at Entry

b. Landscape Committee Recommendations:

(1) Deny 373-C Avenida Castilla (Mochman) – Tree Removal – Crape Myrtle

(2) Deny 396-A Avenida Castilla (Hearsum) – Tree Removal – Southern Magnolia

(3) Deny 599-E Avenida Majorca (Myhra) – Tree Removal – Canary Island Pine (2)

(4) Deny 756-D Avenida Majorca (Yoon) – Tree Removal – Brazilian Pepper

(5) Deny 915-D Avenida Majorca (Sloan) – Tree Removal – Brazilian Pepper

c. Finance Committee Recommendations:

(1) Approve Resolution to Record a Lien against Member's ID;
947-392-10

(2) Approve Resolution to Record a Lien against Member's ID;
947-407-49

d. Entertain a Motion to Approve a Resolution Appointing the Assistant Treasurer ex Officio

12. Unfinished Business

a. Discuss and Consider Endorsing the Handyman Services Program

b. Entertain a Motion Approving a Resolution of the Committee Appointments

13. New Business

None

14. Committee Reports

- a. Report of the Finance Committee / Financial Report – Director Morrison
Next meeting January 30, 2018, 2:00 p.m. in the Sycamore Room.
- b. Report of the Architectural Control and Standards Committee – Director Dorrell. Next meeting January 17, 2018, 9:30 a.m. in the Sycamore Room.
- c. Report of the Communications Committee – Director Blackwell. Next meeting TBA.
- d. Report of Executive Hearings Committee - President Skillman. Next meeting January 25, 2018, 9:00 a.m. in the Willow Room.
- e. Report of the Governing Documents Review Committee - President Skillman. Next meeting January 22, 2018, 2:00 p.m. in the Sycamore Room.
- f. Report of the Landscape Committee - Director Blackwell. Next meeting February 8, 2018, 9:00 a.m. in the Board Room.
- g. Report of the Maintenance & Construction Committee - Director Tibbetts.
Next meeting February 28, 2018, 9:00 a.m. in the Board Room
 - Village Energy Committee Update – Director Leonard
 - Reclaimed Water Report
- h. Report of the Resident Advisory Committee – Director Tibbetts. Next meeting January 11, 2018, 4:00 p.m. in the Sycamore Room

15. GRF Committee Highlights

- a. Report of the Finance Committee—Director Morrison. Next meeting February 21, 2018, 1:30 p.m. in the Board Room.
- b. Report of the Community Activities Committee—Director Dorrell. Next meeting January 11, 2018, 2:00 p.m. in the Board Room.
- c. Report of the Maintenance & Construction Committee—Director Leonard. Next meeting February 14, 2018, 9:30 a.m. in the Board Room.
- d. Report of the Media and Communication Committee—Director Blackwell. Next meeting January 15, 2018, 1:30 p.m. in the Board Room.

- e. Report of the Mobility and Vehicles Committee—Director Achrekar. Next meeting February 7, 2018, 1:30 p.m. in the Board Room.
- f. Report of the Security and Community Access Committee—Director Tibbetts. Next meeting February 22, 2018, 1:30 p.m. in the Board Room.
 - Laguna Woods Village Traffic Hearings – Director Achrekar
Next meeting January 17, 2018, 9:00 a.m. and 1:00 p.m. in the Board Room

17. Future Agenda Items

- a. Entertain a Motion to Introduce a Resolution Approve Modifications to Financial Qualifications Policy (**DECEMBER Initial Notification – must postpone to FEBRUARY to comply with Civil Code §4360**)
- b. Entertain a Motion to Introduce a Resolution establishing an Anti-Discrimination Policy (**DECEMBER Initial Notification – must postpone to FEBRUARY to comply with Civil Code §4360**)
- c. Entertain a Motion to Adopt Revisions to the United Mutual’s Standard 43: Bathroom Splits (**DECEMBER Initial Notification – must postpone to FEBRUARY to comply with Civil Code §4360**)
- d. Entertain a Motion to Introduce an Ordinance Regarding Access to United Records

18. Directors' Comments

- 19. Recess** - *At this time the Meeting will recess for lunch and reconvene to Executive Session to discuss the following matters per California Civil Code §4935.*

EXECUTIVE SESSION NOTICE AND AGENDA -

Approval of Agenda

Approval of the Following Meeting Minutes;

(a) December 12, 2017 - Regular Executive Session

Discuss and Consider Member Matters

Discuss Personnel Matters

Discuss and Consider Contractual Matters

Discuss and Consider Litigation Matters

20. Adjourn

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**MINUTES OF THE OPEN MEETING OF THE
BOARD OF DIRECTORS OF UNITED LAGUNA WOODS MUTUAL
A CALIFORNIA NON-PROFIT MUTUAL BENEFIT CORPORATION**

Tuesday, December 12, 2017

The Regular Meeting of the Board of Directors of United Laguna Woods Mutual, a California Non-Profit Mutual Benefit Corporation, was held on Tuesday, December 12, 2017, at 9:30 a.m. at 24351 El Toro Road, Laguna Woods, California.

Directors Present: Juanita Skillman, Janey Dorrell, Don Tibbets, Maggie Blackwell, Gary Morrison, Cash Achrekar, Manuel Armendariz, Reza Bastani, Steve Leonard and Andre Torng

Directors Absent: Pat English

Staff Present: Open Session: Brad Hudson, Chris Spahr, Cheryl Silva and Leslie Cameron

Executive Session: Brad Hudson and Cheryl Silva

Others Present: Jeffrey Beaumont Esq. of Beaumont Gitlin Tashjian, Dick Rader, VMS

1. Call meeting to order / Establish Quorum

President Skillman called the meeting to order at 9:31 a.m. and acknowledged that a quorum was present.

2. Pledge of Allegiance

Director Blackwell led the Pledge of Allegiance.

3. Acknowledge Media

A representative of the Laguna Woods Globe was present for the meeting, and the Village Television Camera Crew, by way of remote cameras, was acknowledged as present.

4. Approval of Agenda

Director Armendariz made a motion to approve the agenda as corrected. The motion

was seconded by Director Torng and passed unanimously.

5. Approval of Minutes

5a. November 14, 2017 – Regular

Director Leonard moved to approve the minutes as corrected. The motion was seconded by Director Blackwell and passed unanimously.

6. Report of the Chair

President Skillman wished everyone Happy Holidays and reviewed the VMS Board responsibilities and announced that three members will be giving their statements today for the VMS Board opening. The Presidents, 1st Vice Presidents and Treasures of the Boards are informally meeting once a month in closed session to improve communication among the Boards. She talked about the recent fires and the need to have a plan in place on how to handle fire emergencies in Laguna Woods Village. President Skillman introduced Chris Spahr, Director of Resident Services.

6a. Chris Spahr, Director of Resident Services gave a presentation about Resident Services and passed out a flyer. Resident Services is committed to improving customer service, improving communications, training agents to answer questions, and create a call center where residents can dial one number ready to handle all services. The top three maintenance calls are plumbing, landscaping and pest control. Ms. Spahr is meeting with department heads to find ways to minimize these calls.

7. Introduction of Candidates for Appointment to VMS Board (Term Ending 2020) Interview, Secret Ballot and Appointment of a VMS Board Member. Each candidate was given three minutes to present a statement:

- (a) Jack Bassler (327-A) – candidate withdrew
- (b) Barbara Benun (29-H)
- (c) Alan Dale Dickinson (695-C) not present
- (d) Sue Margolis (34-C)
- (e) Dick Rader (270-D)

By secret ballot Dick Rader was elected as the United VMS Board Member by a vote of 8-2 (Sue Margolis 2 votes).

8. Update from VMS - Director Liberatore

Director Liberatore gave an update reviewing the VMS meetings in the month of November. Department heads speak at every meeting; Tim Moy, Director of Security and Community Access, highlighted the Great Shakeout Drill. Chuck Holland briefed the Board on the HRIS System. Chris Spahr, Resident Services, reviewed a handout of statistics for the call center, capturing information on Broadband, Property Services and gate clearance calls. The goal for the call center, at this time, is to attain 90 percent of calls answered in 20 seconds or less, which is currently occurring. Resident Services Communication Meetings are held regularly with General Services,

Landscaping, Plumbing, Security and Moisture Intrusion to discuss information and process improvements. Training for customer service certification is on track with a series of DVDs called Telephone Doctor. Lori Moss, briefed the Board on the strategic plan. Ernesto Munoz, Director of Maintenance and Construction will be briefing the Board on the epoxy waste line progress in the proposed Handyman Program.

The Hoedown held in November was a big hit. Thanks to Heather Rasmussen, the Village launched the club calendar on Friday in the Blast. Several dozen clubs have already submitted events for the events calendar. Get your social calendar up to date by visiting the website.

In January, the VMS Board will elect officers.

9. CEO Report

Mr. Hudson introduced Tim Moy, Director of Security and Community Access.

Chief Moy spoke about the power outage over the weekend and how well our emergency operations plan worked. In case of an emergency and you cannot reach security, always call 911. SCE took responsibility for the outage and was on location until the power was restored. This is a good time to audit our emergency operations plan to make sure no changes are needed. The emergency operations plan will be posted on our website.

Brad Hudson, CEO reported that Edison was very cooperative during the power outage. As a result of the power outage, Broadband was affected which interrupted internet service. The Security Committee will follow up on 1) updating equipment 2) testing the back-up generators a couple times a year 3) obtaining power tools to repair equipment 4) conduct red code training 5) train clubhouse supervisors on how to evacuate.

Mr. Hudson reminded that the community that the El Toro project will be starting soon and residents should consider using gates 2, 3 and 6 as an alternative to avoid the work on El Toro Rd. El Toro Water District started the reclaimed water project near gates 9 and 5. The Bandwidth improvement program has increased our communication. In the upcoming months we will improve our television service to the community by switching to digital television. There will be a Town Hall in the Board Room on January 10, 2018, regarding the switch to digital television. The new gate arm technology will soon start at gatehouse 3 and 4. Resident Services is moving forward with one call service and we expect to see a decrease in calls because we are providing a better service. Every call will be recorded so we can track progress and review problem areas. There will be a study done at Clubhouse 1 to determine the long term functionality of this facility. We recently added the events calendar on our website so residents can see clubs and classes on one calendar. Our website is also available in different languages and soon we will be testing pixel air buds that can translate calls into different languages between the residents and resident service agents.

10. Open Forum

Chris Collins (3306-Q) gave an update on the LWV Foundation and how many seniors

have benefitted from donations. The Laguna Woods Village Foundation can be reached at (949) 597-4267 or www.foundationoflagunawoodsvillage.org. Several Members made comments about manor alterations, pickleball project, and landscaping.

11. Responses to Open Forum Speakers

Several Directors responded to Member comments.

12. Consent Calendar

12a. Architectural Control and Standards Committee Recommendations:

The Board upheld the recommendations of the Architectural Control and Standards Committee:

- 449-H (Granada, 10A) - Relocate Closet in Master Bedroom

RESOLUTION 01-17-137 **Variance Request**

WHEREAS, Mr. Cronin of 449-H Avenida Sevilla of United Laguna Woods Mutual, submitted a request for a variance to relocate the closet in the master bedroom; and

WHEREAS, Owners of affected Units were notified by letter on November 2, 2017, and invited to the Architectural Controls and Standards Committee Meeting on November 28, 2017;

NOW THEREFORE BE IT RESOLVED, on December 12, 2017, the Board of Directors hereby approves the request with the condition that the proposed alterations are constructed in accordance with the following criteria:

1. No improvement shall be installed, constructed, modified or altered at Unit **449-H**, ("Property") within the United Laguna Woods Mutual ("Mutual") without an approved Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. ("VMS, Inc."), Manor Alterations Division ("Division"), or, in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee ("ACSC"). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member s ("Member ") agrees to comply with the Mutual's Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
2. A Mutual Consent for Unit Alterations has been granted at **449-H** for **Relocate Closet in Master Bedroom**, subject to the attached plans stamped approved and is subject to a final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. Member hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying

an improvement to bring the same into compliance with the terms of the approval.

4. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member at 449-H and all future Mutual Members at 449-H.
5. Member shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, damage to Mutual property, and use of Mutual property for storage of equipment or materials without prior approval. Member acknowledges and agrees that all such persons are his/her invitees. Member shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.
6. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invitees.
7. Member's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
8. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
9. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Unit Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.
10. Prior to the issuance of a Mutual Consent for Unit Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.
11. Prior to the Issuance of a Mutual Consent for Unit Alterations, the Member shall request a Broadband infrastructure inspection to assure that Mutual property is appropriately identified in order to be addressed during construction.
12. Prior to the Issuance of a Mutual Consent for Unit Alterations, the Member shall request a Maintenance and Construction Department inspection to assure that Mutual property is appropriately addressed during construction.
13. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See

<http://www.lagunawoodsvillage.com>.

14. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.
 15. During construction, both the Mutual Consent for Unit Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
 16. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.
 17. The Mutual Consent for Unit Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
 18. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, unpaid assessments, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.
 19. Mutual Member shall indemnify, defend and hold harmless United and its officers, directors, committee Members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual Member's improvements and installation, construction, design and maintenance of same.
- 271-B (Majorca, Plan 9) - Bathroom Remodel

RESOLUTION 01-17-138
Variance Request

WHEREAS, Mr. Paul Scottberg of 271-B Avenida Sevilla, of United Laguna Woods Mutual, submitted a request for a variance to remodel both bathrooms within his unit; and

WHEREAS, Owners of affected Units were notified by letter on November 3, 2017, and invited to the Architectural Controls and Standards Committee Meeting on November 28, 2017;

NOW THEREFORE BE IT RESOLVED, on December 12, 2017, the Board of Directors hereby approves the request with the condition that the proposed alterations are constructed in accordance with the following criteria:

1. No improvement shall be installed, constructed, modified or altered at Unit **271-B**, ("Property") within the United Laguna Woods Mutual ("Mutual") without an approved Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. ("VMS, Inc."), Manor Alterations Division ("Division"), or, in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee ("ACSC"). In the event written permission is given for the installation, construction, modification or alteration of

any improvement(s) upon the Property, the Member s ("Member ") agrees to comply with the Mutual's Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.

2. A Mutual Consent for Unit Alterations has been granted at **271-B** for **Bathroom Remodels**, subject to the attached plans stamped approved and is subject to a final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. Member hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.
4. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member at 271-B and all future Mutual Members at 271-B.
5. Member shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, damage to Mutual property, and use of Mutual property for storage of equipment or materials without prior approval. Member acknowledges and agrees that all such persons are his/her invitees. Member shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.
6. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invitees.
7. Member's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
8. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
9. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Unit Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.

10. Prior to the issuance of a Mutual Consent for Unit Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.
11. **Prior to the Issuance of a Mutual Consent for Unit Alterations, the Member must have conducted an inspection of the waste lines, by a VMS Plumber,** to assure no repairs are needed. The inspection will be a chargeable service to the Member. Inspection appointments are to be made with Resident Services, by authorized persons only. Findings from the video inspection will be recorded on the chargeable service ticket for Unit Alterations staff to review.
12. Prior to the Issuance of a Mutual Consent for Manor Alterations, the approved exterior surface colors should match the Building color; fence/gate color of white vinyl or black or white tubular steel or wrought iron is approved as identified at Resident Services as "United Laguna Woods Mutual Exterior Color Groups," located on ground floor of Community Center.
13. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.
14. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.
15. During construction, both the Mutual Consent for Unit Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
16. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.
17. The Mutual Consent for Unit Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
18. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, unpaid assessments, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.
19. Mutual Member shall indemnify, defend and hold harmless United and its officers, directors, committee Members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual Member's improvements and installation, construction, design and maintenance of same.

- 311-B (Cordoba, 1A4) - Room and Window Addition

RESOLUTION 01-17-139
Variance Request

WHEREAS, Ms. Shumen Fine of 311-B Avenida Castilla, of United Laguna Woods Mutual, submitted a request for a variance to install a room addition on the existing front patio and to add a window to the master bedroom; and

WHEREAS, Owners of affected Units were notified by letter on November 6, 2017, and invited to the Architectural Controls and Standards Committee Meeting on November 28, 2017;

NOW THEREFORE BE IT RESOLVED, on December 12, 2017, the Board of Directors hereby approves the request with the condition that the proposed alterations are constructed in accordance with the following criteria:

1. No improvement shall be installed, constructed, modified or altered at Unit **311-B**, ("Property") within the United Laguna Woods Mutual ("Mutual") without an approved Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. ("VMS, Inc."), Manor Alterations Division ("Division"), or, in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee ("ACSC"). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member s ("Member ") agrees to comply with the Mutual's Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
2. A Mutual Consent for Unit Alterations has been granted at **311-B for Room and Window Addition**, subject to the attached plans stamped approved and is subject to a final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. Member hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.
4. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member at 311-B and all future Mutual Members at 311-B.
5. Member shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times,

damage to Mutual property, and use of Mutual property for storage of equipment or materials without prior approval. Member acknowledges and agrees that all such persons are his/her invitees. Member shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.

6. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invitees.
7. Member's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
8. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
9. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Unit Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.
10. Prior to the issuance of a Mutual Consent for Unit Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.
11. Prior to the issuance of a Mutual Consent for Unit Alterations, if required, a Mutual Roof Alteration Notification ("Tie-In Form") must be submitted to the Division. All roof tie-ins must be performed by a C-39 Licensed Contractor. The Member may hire a C-39 Licensed Contractor of his/her own choice to perform roof tie-ins for the installation of solar panels on all roof types except PVC Cool Roofs. For PVC Cool Roofs, regardless of the roof type, all tie-ins must be performed by the Mutual's roofing contractor at the Member's expense. All tie-ins may only be made to sound structural elements. Existing structural elements proposed to be tied to, which exhibit signs of dry rot or other structural defects, must be repaired at the Mutual's expense prior to installation.
12. Prior to the Issuance of a Mutual Consent for Unit Alternations, the Member shall request a Broadband infrastructure inspection to assure that Mutual property is appropriately

identified in order to be addressed during construction.

13. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.
 14. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.
 15. During construction, both the Mutual Consent for Unit Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
 16. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.
 17. The Mutual Consent for Unit Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
 18. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, unpaid assessments, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.
 19. Mutual Member shall indemnify, defend and hold harmless United and its officers, directors, committee Members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual Member's improvements and installation, construction, design and maintenance of same.
- 312-C (Cordoba, 1A6) - Remodel Enclosed Atrium

RESOLUTION 01-17-140
Variance Request

WHEREAS, Mr. Dan Sparks of 312-C Avenida Castilla, of United Laguna Woods Mutual, submitted a request for a variance to remodel his enclosed atrium; and

WHEREAS, Owners of affected Units were notified by letter on November 2, 2017, and invited to the Architectural Controls and Standards Committee Meeting on November 28, 2017;

NOW THEREFORE BE IT RESOLVED, on December 12, 2017, the Board of Directors hereby approves the request with the condition that the proposed alterations are constructed in accordance with the following criteria:

1. No improvement shall be installed, constructed, modified or altered at Unit **312-C**, ("Property") within the United Laguna Woods Mutual ("Mutual") without an approved Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. ("VMS, Inc."), Manor Alterations Division ("Division"), or, in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee ("ACSC"). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member s ("Member ") agrees to comply with the Mutual's Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
2. A Mutual Consent for Unit Alterations has been granted at **312-C** for **Remodel Enclosed Atrium**, subject to the attached plans stamped approved and is subject to a final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. Member hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.
4. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member at 312-C and all future Mutual Members at 312-C.
5. Member shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, damage to Mutual property, and use of Mutual property for storage of equipment or materials without prior approval. Member acknowledges and agrees that all such persons are his/her invitees. Member shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.
6. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invitees.
7. Member's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the

Property.

8. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
9. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Unit Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.
10. Prior to the issuance of a Mutual Consent for Unit Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.
11. Prior to the issuance of a Mutual Consent for Unit Alterations, if required, a Mutual Roof Alteration Notification ("Tie-In Form") must be submitted to the Division. All roof tie-ins must be performed by a C-39 Licensed Contractor. The Member may hire a C-39 Licensed Contractor of his/her own choice to perform roof tie-ins for the installation of solar panels on all roof types except PVC Cool Roofs. For PVC Cool Roofs, regardless of the roof type, all tie-ins must be performed by the Mutual's roofing contractor at the Member's expense. All tie-ins may only be made to sound structural elements. Existing structural elements proposed to be tied to, which exhibit signs of dry rot or other structural defects, must be repaired at the Mutual's expense prior to installation.
12. Prior to the Issuance of a Mutual Consent for Unit Alternations, the Member shall request a Broadband infrastructure inspection to assure that Mutual property is appropriately identified in order to be addressed during construction.
13. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.
14. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.
15. During construction, both the Mutual Consent for Unit Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
16. It is mandatory that no waste or materials associated with the construction be dumped in

the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.

17. The Mutual Consent for Unit Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
 18. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, unpaid assessments, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.
 19. Mutual Member shall indemnify, defend and hold harmless United and its officers, directors, committee Members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual Member's improvements and installation, construction, design and maintenance of same.
- 557-P (Cadiz, 6A) - Retain Unapproved Door and Window Conversion on Balcony

RESOLUTION 01-17-141
Variance Request

WHEREAS, Douglas and Shoojen Broughton of 557-P Avenida Sevilla, of United Laguna Woods Mutual, submitted a request for a variance to retain an unapproved removal of door and window to door conversion on the balcony of their unit; and

WHEREAS, Owners of affected Units were notified by letter on November 1, 2017, and invited to the Architectural Controls and Standards Committee Meeting on November 28, 2017;

NOW THEREFORE BE IT RESOLVED, on December 12, 2017, the Board of Directors hereby approves the request with the condition that the proposed alterations are constructed in accordance with the following criteria:

1. No improvement shall be installed, constructed, modified or altered at Manor **557-P**, ("Property") within the United Laguna Woods Mutual ("Mutual") without an approved Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. ("VMS, Inc."), Manor Alterations Division ("Division"), or, in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee ("ACSC"). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member ("Members") agrees to comply with the Mutual's Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.

2. A Mutual Consent for Manor Alterations has been granted at **557-P** for **Retain Unauthorized Door Removal and Window to Door Conversion on Balcony**, subject to the attached plans stamped approved and is subject to a final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. Member hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.
4. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member at 557-P and all future Mutual members at 557-P.
5. Member shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, and use of Mutual property for storage of equipment or materials without prior approval. Member acknowledges and agrees that all such persons are his/her invitees. Member shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.
6. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invitees.
7. Member's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
8. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
9. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Manor Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.

10. Prior to the issuance of a Mutual Consent for Manor Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.
11. Prior to the Issuance of a Mutual Consent for Manor Alterations, the approved exterior surface colors should match the Building color; fence/gate color of white vinyl or black or white tubular steel or wrought iron is approved as identified at Resident Services, located on ground floor of Community Center.
12. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.
13. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.
14. During construction, both the Mutual Consent for Manor Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
15. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.
16. The Mutual Consent for Manor Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
17. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, unpaid assessments, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.
18. Mutual member shall indemnify, defend and hold harmless United and its officers, directors, committee members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts, and liabilities arising from Mutual member's improvements and installation, construction, design and maintenance of same.
19. The Mutual Consent Applicant or agent must contact the Manor Alterations Division as soon as the project is complete and has received a Final City of Laguna Woods permit approval in order to arrange a final inspection for Mutual Consent.

- 2047-A (Valencia, FG04) -Room Addition, Bathroom Split, Window to Door Conversion, Window and Doors Addition to Atrium

RESOLUTION 01-17-142
Variance Request

WHEREAS, Ms. Deborah C. Lacombe of 2047-A Via Mariposa E., of United Laguna Woods Mutual, submitted a request for a variance to install a room addition on the existing front patio and to perform a non-standard bathroom split, convert an existing window between the master bedroom and the patio to French doors and add a window and French doors to the atrium; and

WHEREAS, Owners of affected Units were notified by letter on November 1, 2017, and invited to the Architectural Controls and Standards Committee Meeting on November 28, 2017;

NOW THEREFORE BE IT RESOLVED, on December 12, 2017, the Board of Directors hereby approves the request with the condition that the proposed alterations are constructed in accordance with the following criteria:

1. No improvement shall be installed, constructed, modified or altered at Unit 2047-A, ("Property") within the United Laguna Woods Mutual ("Mutual") without an approved Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. ("VMS, Inc."), Manor Alterations Division ("Division"), or, in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee ("ACSC"). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member s ("Member ") agrees to comply with the Mutual's Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
2. A Mutual Consent for Unit Alterations has been granted at **2047-A** for a **Room Addition, Bathroom Split, Window to Door Conversion, Window and Doors Addition to Atrium**, subject to the attached plans stamped approved and is subject to a final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. Member hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.
4. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member at 2047-A and all future Mutual Members at 2047-A.
5. Member shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, damage to Mutual property, and use of Mutual property for storage of equipment or materials without prior approval. Member acknowledges and agrees that all such persons are his/her invitees. Member shall

be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.

6. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invitees.
7. Member's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
8. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
9. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Unit Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.
10. Prior to the issuance of a Mutual Consent for Unit Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.
11. **Prior to the Issuance of a Mutual Consent for Unit Alterations, the Member must have conducted an inspection of the waste lines, by a VMS Plumber, to assure no repairs are needed.** The inspection will be a chargeable service to the Member. Inspection appointments are to be made with Resident Services, by authorized persons only. Findings from the video inspection will be recorded on the chargeable service ticket for Unit Alterations staff to review.
12. Prior to the issuance of a Mutual Consent for Unit Alterations, if required, a Mutual Roof Alteration Notification ("Tie-In Form") must be submitted to the Division. All roof tie-ins must be performed by a C-39 Licensed Contractor. The Member may hire a C-39 Licensed Contractor of his/her own choice to perform roof tie-ins for the installation of solar panels on all roof types except PVC Cool Roofs. For PVC Cool Roofs, regardless of the roof type, all tie-ins must be performed by the Mutual's roofing contractor at the Member's expense. All tie-ins may only be made to sound structural elements. Existing structural elements proposed to be tied to, which exhibit signs of dry rot or other structural defects, must be repaired at the Mutual's expense prior to installation.
13. Prior to the Issuance of a Mutual Consent for Unit Alterations, the Member shall request a Broadband infrastructure inspection to assure that Mutual property is appropriately identified in order to be addressed during construction.

14. Prior to the Issuance of a Mutual Consent for Manor Alterations, the approved exterior surface colors should match the Building color; fence/gate color of white vinyl or black or white tubular steel or wrought iron is approved as identified at Resident Services as "United Laguna Woods Mutual Exterior Color Groups," located on ground floor of Community Center.
 15. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.
 16. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.
 17. During construction, both the Mutual Consent for Unit Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
 18. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.
 19. The Mutual Consent for Unit Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
 20. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, unpaid assessments, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.
 21. Mutual Member shall indemnify, defend and hold harmless United and its officers, directors, committee Members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual Member's improvements and installation, construction, design and maintenance of same.
- 2054-F (Coronado, PP08) - Appeal of Board Denial to Retain Unapproved Pergola on Front Patio

RESOLUTION 01-17-143
Variance Request Denial

WHEREAS, Mr. Danny Yeam of 2054-F of United Laguna Woods Mutual, submitted an appeal of the Board's decision to deny his request to Retain an Unapproved Pergola on his Front Patio;

NOW THEREFORE BE IT RESOLVED, on December 12, 2017, the Board of Directors hereby denies the appeal; and

RESOLVED FURTHER, due to a pre-existing Mutual Standard for patio covers being available that sets out materials and color schemes to be used, Staff recommends denial of the request and removal within 30 days;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized, on behalf of the Corporation, to carry out the purpose of this resolution.

12b. Landscape Committee Recommendations

None

12c. Finance Committee Recommendations

The Board upheld the recommendations of the Finance Committee to:

RESOLUTION 01-17-144
Recording of a Lien

WHEREAS, Member ID 947-455-38; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

WHEREAS, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

NOW THEREFORE BE IT RESOLVED, December 12, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-455-38 and;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

RESOLUTION 01-17-145
Recording of a Lien

WHEREAS, Member ID 947-453-87; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

WHEREAS, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

NOW THEREFORE BE IT RESOLVED, December 12, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-453-87 and;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

RESOLUTION 01-17-146
Recording of a Lien

WHEREAS, Member ID 947-377-87; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

WHEREAS, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

NOW THEREFORE BE IT RESOLVED, December 12, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-377-87 and;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

RESOLUTION 01-17-147
Recording of a Lien

WHEREAS, Member ID 947-377-35; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

WHEREAS, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

NOW THEREFORE BE IT RESOLVED, December 12, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-377-35 and;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

RESOLUTION 01-17-148
Recording of a Lien

WHEREAS, Member ID 947-405-86; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

WHEREAS, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting; and for which the Board's vote is recorded in the minutes;

NOW THEREFORE BE IT RESOLVED, December 12, 2017, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-405-86 and;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

Director Leonard made a motion to accept the Consent Calendar as presented. Director Tibbetts the motion and it passed by a vote of 9-1-0 (Director Bastani opposed).

13. Unfinished Business

13a. Entertain a Motion to Adopt a Resolution for Fee Schedule for Unit Alterations

Secretary of the Board, Maggie Blackwell read the following Resolution adopting a Fee Schedule for Unit Alterations:

RESOLUTION 01-17-149
Proposed Fee Schedule for Manor Alterations

WHEREAS, variance requests require significant staff time for proper processing, including research, report preparation, and then presentation to the appropriate committee and then the Board; and

WHEREAS, in order to offset administrative costs associated with processing variance requests, which is often followed by an appeal of the Board's decision as mandated in accordance with Resolution 01-09-101; and

WHEREAS, the Mutual currently charges a \$100 fee to offset administrative costs associated with processing variance requests; and

WHEREAS, the Board realizes the fee should be non-refundable;

NOW THEREFORE BE IT RESOLVED, December 12, 2017, that in order to partially further offset administrative costs associated with processing variance requests, which may be followed by an appeal of the Board's decision as permitted in accordance with Resolution 01-09-101, the Board of Directors of this Corporation hereby sets the variance request processing fee at \$150; and

RESOLVED FURTHER, that Resolution 01-16-113 adopted December 13, 2016 is hereby superseded and cancelled; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized, on behalf of the Corporation, to carry out the purpose of this resolution.

OCTOBER Initial Notification

30-days notification to comply with Civil Code §4360 has been satisfied.

Director Blackwell made a motion to adopt a Fee Schedule for Unit Alterations. The motion was seconded by Director Dorrell.

Discussion ensued among the Directors.

President Skillman called for a vote and the motion passed by a vote of 8-2-0 (Directors Torng and Bastani opposed).

13b. Entertain a Motion to Adopt a Resolution for a Conformance Deposit for Unit Alterations

Secretary of the Board, Maggie Blackwell read the following Resolution approving proposed fee schedule for Manor Alterations:

RESOLUTION 01-17-150
Proposed Conformance Deposit

WHEREAS, in order to partially offset Mutual costs associated with Contractors and residents performing alterations that have damaged Mutual Property or violated Mutual Policies such as illegally throwing away construction debris in Mutual dumpsters or not following the proper protocol for regulated materials; and

WHEREAS, the Mutual currently does not require any conformance deposit fee capture; and

WHEREAS, the Mutual desires to enact a one-year pilot program, beginning January 1, 2018, to study the effectiveness of the conformance deposit.

WHEREAS, the fee will be required for all construction with a value of \$500 or greater and be refundable given that the contractor or resident performing the alteration conforms to all Mutual rules and Standards;

NOW THEREFORE BE IT RESOLVED December 12, 2017, that in order to partially further offset Mutual costs associated with contractors and residents performing alterations to their manor, the Board of Directors of this Corporation hereby sets the Conformance Deposit fee at \$250; and

RESOLVED FURTHER, that Resolution 01-17-105 adopted September 12, 2017, is hereby superseded and cancelled; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized, on behalf of the Corporation, to carry out the purpose of this resolution.

OCTOBER Initial Notification
30-day notification to comply with Civil Code §4360 has been satisfied.

Director Blackwell made a motion to approve a Conformance Deposit for Unit Alterations. Director Tibbetts seconded the motion.

Discussion ensued among the Directors.

President Skillman called for a vote and the motion passed by a vote of 8-2-0 (Directors Tornj and Bastani opposed).

13c. Entertain a Motion to Approve Policy for the Handling and destruction of Recordings for Board and Committee Meetings

Secretary of the Board, Maggie Blackwell read the following Resolution approving a Policy for the Handling and destruction of Recordings for Board and Committee Meetings.

Resolution 01-17-151
**Policy for the Handling and Destruction of Recordings for
Board and Committee Meetings**

WHEREAS, United Laguna Woods Mutual ("United") contracts with Village Management Services, Inc. ("VMS") for management services pursuant to the terms of a Management Agreement; and

WHEREAS, United's Board holds regular board meetings during which minutes are taken in accordance with United's Bylaws and the Management Agreement;

WHEREAS, committees appointed by the Board also hold meetings during which minutes are taken in accordance with United's Bylaws and the Management Agreement; and

WHEREAS, United desires to strengthen procedures with respect to documenting and maintaining meeting minutes;

NOW, THEREFORE, BE IT RESOLVED, December 12, 2017, United's Board of Directors of this Corporation hereby establishes the following policy with respect to the handling and destruction of recordings from Board and committee meetings:

- (1) The recording secretary will cause the Board and committee meetings to be audibly recorded to facilitate efficient and accurate taking of meeting minutes;
- (2) The recording secretary will maintain custody and control of all such audio recordings;
- (3) All such recordings are not subject to inspection by Members of United, only the Board Directors and VMS staff will be provided access to such audio recordings; and
- (4) All such audio recordings will be destroyed following the approval of the meeting minutes by the Board or committee in question;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

OCTOBER Initial Notification
30-day notifications to comply with Civil Code §4360 has been satisfied.

Director Blackwell made a motion to approve policy for the handling and destruction of recordings for Board and Committee Meetings. The motion was seconded by Director Dorrell.

Discussion ensued among the Directors.

President Skillman called for a vote and the motion passed unanimously.

13d. Entertain a Motion to Approve Revisions to the United Mutual's Standard 31: Windows and Window Attachments

Secretary of the Board, Director Blackwell read the following resolution approving revisions to United Mutual's Standard 31: Windows and Window Attachments:

RESOLUTION 01-17-152

REVISION OF SECTION 31 WINDOWS AND WINDOW ATTACHMENTS

WHEREAS, United Laguna Woods Mutual established rules related to window modifications and installations through its Alteration Standards and Standard Plans, specifically Section 31 Windows and Window Attachments; and

WHEREAS, approval of non-standard window modifications and installations have been handled through the Variance Request process; and

WHEREAS, United Laguna Woods Mutual recognizes VMS Manor Alterations staff is qualified to determine whether a proposed alteration meets the architectural and aesthetic requirements for the Community;

NOW THEREFORE BE IT RESOLVED, on December 12, 2017, the Board of Directors of United Laguna Woods Mutual hereby revises Section 31 Windows and Window Attachments, Subsection 2.0, Applications with the following requirements:

- 2.1. Retrofit windows shall be defined as those installations where the original window frame is not removed
- 2.2. Window modifications shall be defined as those installations which alter the width or height of an existing window. All window modifications shall comply with the requirements of this Standard and the principles of Standard Plans.
- 2.3. New windows shall be defined as those installations that include installation of a new window in a location that did not previously contain a window. All new windows shall comply with the requirements of this Standard and the principles of the Standard Plans.
- 2.4. Window modifications and new windows shall not adversely affect the structural integrity or aesthetics of the Manor or the surrounding Manors.
- 2.5. Top of window heights shall match those of existing windows on the same side of the building.
- 2.6. Size and location of windows shall be as per Standard Plans.
- 2.7. Windows frames must be white vinyl only. Window frames and glazing shall match existing windows in all aspects and shall comply with the requirements set forth in this Standard.

RESOLVED FURTHER, the member is required to comply with all of the contingencies typically required for a Mutual Consent; and

RESOLVED FURTHER, that Resolution 01-16-08, adopted January 12, 2016, is hereby amended; and

RESOLVED FURTHER, the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

OCTOBER Initial Notification

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 30-days from the postponement to comply with Civil Code §4360.

Director Blackwell made a motion to approve revisions to the United Mutual's Standard 31; Windows and Window Attachments. Director Archrekar seconded the motion.

Discussion ensued among the Directors.

President Skillman called for a vote and the motion passed by a vote of 9-1-0 (Director Bastani opposed).

13e. Entertain a Motion to Adopt the Amended Financial Qualification Policy

Secretary of the Board, Director Blackwell, read the following resolution adopting the amended Financial Qualification Policy:

RESOLUTION 01-17-134

FINANCIAL QUALIFICATIONS POLICY

WHEREAS, it is in the best interest of the Corporation to protect and preserve the financial integrity of the Corporation;

NOW THEREFORE BE IT RESOLVED, December 12, 2017, that the minimum financial requirements for membership are adopted per the United Laguna Woods Mutual Financial Qualifications Policy (attached):

RESOLVED FURTHER, that Staff is hereby directed to disseminate this information to the realty community serving Laguna Woods Village; and

RESOLVED FURTHER, that Resolution 01-17-93, adopted August 8, 2017, is hereby superseded and canceled; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

OCTOBER Initial Notification

30-days notification to comply with Civil Code §4360 has been satisfied.

Director Blackwell made a motion to approve amendments to the Financial Qualification Policy. Director Tibbitts seconded the motion.

Discussion ensued among the Directors.

President Skillman called for a vote and the motion passed by a vote of 8-2-0 (Directors Tornig and Bastani opposed).

14. New Business

14a. Entertain a Motion to Introduce a Resolution Approving Modifications to Financial Qualifications Policy

Secretary of the Board, Director Blackwell, read the following resolution introducing modifications to the Financial Qualification Policy:

RESOLUTION 01-17-XX **FINANCIAL QUALIFICATIONS POLICY**

WHEREAS, it is in the best interest of the Corporation to protect and preserve the financial integrity of the Corporation;

WHEREAS, selling prices within the Village are within the County's affordable housing limits; and,

WHEREAS, guarantors in the committee have increased and some have been allowed to guarantee multiple units with the same sources of income and asset requirements.

NOW THEREFORE BE IT RESOLVED, December 12, 2017 that the Board of Directors of this Corporation hereby introduces amendments to Financial Qualifications Policy including the minimum income requirement for prospective Shareholders and transferees is increased from \$36,000 to \$40,000; and the ability to qualify in United with a guarantor is eliminated.

RESOLVED FURTHER, that Staff is hereby directed to disseminate this information to the realty community serving Laguna Woods Village; and

RESOLVED FURTHER, that Resolution 01-17-134, is hereby superseded and canceled; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next

available Board Meeting no less than 30-days from the postponement to comply with Civil Code §4360.

Director Blackwell made a motion to introduce this resolution. Discussion ensued among the Directors.

Director Leonard made an amendment to table action on the item to give the Board time to consult with Legal Counsel about this modification and the bylaws. Director Morrison seconded the motion.

President Skillman called for a vote and the motion passed unanimously.

14b. Entertain a Motion to Introduce a Resolution Establishing an Anti-Discrimination Policy

Secretary of the Board, Director Blackwell, read the following resolution establishing an Anti-Discrimination Policy:

RESOLUTION 01-17-XXX

Anti-discrimination Policy

WHEREAS, UNITED LAGUNA WOODS MUTUAL ("United") is a non-profit mutual benefit corporation, existing under and by virtue of the laws of the State of California, organized for the purpose of providing its Members with senior housing on a cooperative non-profit basis pursuant to the provisions set forth in its Occupancy Agreement, Articles of Incorporation and Bylaws;

WHEREAS, United, through its volunteer Board of Directors, is responsible for management, maintenance and administration of a residential stock cooperative common interest development (the "Development") under United's governing documents (which include, without limitation, the Occupancy Agreement, Articles of Incorporation, Bylaws, operating rules and Board resolutions) which grant United the authority to manage and govern the affairs of the properties within United, and all applicable law;

WHEREAS, California Civil Code Section 4760(a)(2) provides in part that a member may modify his or her separate interest, at his or her expense, to facilitate access for persons who are blind, visually handicapped, deaf, or physically disabled, or to alter conditions which could be hazardous to these persons. These modifications may also include modifications of the route from the public way to the door of the separate interest;

WHEREAS, federal law prohibits discrimination in housing based on race, color, religion, sex, national origin, familial status and disability;

WHEREAS, federal law also provides that discrimination includes a refusal to permit, at the expense of the handicapped person, reasonable modifications of existing premises occupied or to be occupied by such person if such modifications may be necessary to afford such person full enjoyment of the premises;

WHEREAS, California law prohibits the owner of any housing accommodation to discriminate against or harass any person because of the race, color, religion, sex, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, familial status, source of income, disability, or genetic information of that person;

WHEREAS, California law also prohibits (i) the owner of any housing accommodation to make or to cause to be made any written or oral inquiry concerning the race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, familial status, disability, or genetic information of any person seeking to purchase, rent, or lease any housing accommodation; (ii) any person to make, print, or publish, or cause to be made, printed, or published any notice, statement, or advertisement, with respect to the sale or rental of a housing accommodation that indicates any preference, limitation, or discrimination based on race, color, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, national origin, ancestry, familial status, source of income, disability, or genetic information or an intention to make that preference, limitation, or discrimination; and (iii) to otherwise make unavailable or deny a dwelling based on discrimination because of race, color, religion, sex, gender identity, gender expression, sexual orientation, familial status, source of income, disability, genetic information, or national origin”;

WHEREAS, Article 3 of the Articles of Incorporation provides that United shall have and exercise any and all powers, rights and privileges which a corporation organized under the Nonprofit Mutual Benefit Corporation Law may now or hereafter have or exercise;

WHEREAS, Sections 1 and 2 of the Bylaws provides that United has the express power and duty to manage, maintain, preserve and administer the business of the Development, and to promote the health, safety, and welfare of the residents within the Development;

WHEREAS, the Board has the power to adopt, amend, or repeal, in its discretion, rules and regulations not inconsistent with the provisions of the governing documents, respectively; and,

WHEREAS, United desires to strengthen, clarify and confirm its anti-discrimination policy pursuant to applicable law.

NOW, THEREFORE BE IT RESOLVED, December 12, 2017, that the Board of Directors of this Corporation hereby introduces the Anti-discrimination policy; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 30-days from the postponement to comply with Civil Code §4360.

Director Blackwell made a motion to introduce a resolution establishing an Anti-Discrimination Policy. Director Leonard seconded the motion.

Discussion ensued among the Directors.

President Skillman called for a vote and the motion passed unanimously.

14c. Entertain a Motion to Obtain Earthquake Insurance.

Secretary of the Board, Director Blackwell, read the following resolution to obtain Earthquake Insurance:

RESOLUTION 01-17-153
Obtain Earthquake Insurance Policy

WHEREAS, on September 26, 2017 the United Finance Committee asked to obtain a quotation for earthquake coverage;

WHEREAS, a presentation was made by the broker for Difference In Conditions (earthquake) insurance quotes to the United Finance Committee on November 28, 2017 which included catastrophe modeling to help assist in the review of exposures; and,

WHEREAS, the Finance Committee recommends purchase of an earthquake insurance policy with coverage of \$10 million dollars and a five percent deductible.

NOW THEREFORE BE IT RESOLVED, December 12, 2017 that the Board of Directors hereby accepts the quotation for earthquake insurance from Empire Indemnity Insurance Company and General Security Indemnity Company of Arizona and directs staff to bind coverage for a policy period of December 15, 2017 to December 15, 2018 at a cost not to exceed \$130,000, authorized as an unbudgeted operating expenditure; and

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

Director Blackwell made a motion to approve a resolution to obtain Earthquake Insurance. Director Armendariz seconded the motion.

Discussion ensued among the Directors.

President Skillman called for a vote and the motion passed unanimously.

14d. Entertain a Motion to Introduce a Resolution Adopting the United Mutual Standard 43: Bathroom Splits

Secretary of the Board, Director Blackwell, read the following resolution to introduce a resolution adopting the United Mutual Standard 43: Bathroom Splits:

RESOLUTION 01-17-XXX
SECTION 43 BATHROOM SPLITS

WHEREAS, the Architectural Controls and Standards Committee recognizes the need to amend Alteration Standards and create new Alteration Standards as necessary;

WHEREAS, the Architectural Controls and Standards Committee has reviewed numerous Variance Requests to remodel bathrooms, specifically to create a second bathroom in the footprint of the original bathroom, this type of alteration is commonly referred to as a bathroom split; and,

WHEREAS, the Architectural Controls and Standards Committee recognizes the need to create a new Standard for these alterations, eliminating the need for Members to apply for a Variance Request for a common alteration.

NOW THEREFORE BE IT RESOLVED, December 12, 2017, that the Board of Directors of this Corporation hereby introduces the following Standard Section 43 of the Alteration Standards for Bathroom Splits;

SECTION 43 BATHROOM SPLITS

FOR GENERAL REQUIREMENTS SEE SECTION 1 GENERAL REQUIREMENTS FOR ALTERATION STANDARDS

2.0 APPLICATIONS

- 2.1 Bathroom splits are prohibited in Units with two bathrooms.
- 2.2 Units with two bathrooms may reconfigure walls and doors within the same foot print only.

- 2.3 Units with one full bathroom may split bathroom into two bathrooms as follows:
 - a. The original footprint may be extended up to three feet, in one direction.
 - b. The extension of a bathroom footprint may not involve a load bearing wall or supporting columns.
 - c. The extension of a bathroom footprint may not extend into adjacent hallways.
- 2.4 Prior to connecting into any plumbing work, the waste line is to be inspected by the Mutual at the Member(s) expense.
- 2.5 Detailed architectural or engineered plans, including plumbing plans for all piping for bathroom split alterations, shall be submitted to the Alterations Department for approval. These plans shall include: pipe penetrations, location of plumbing connections and vents, pipe sizes, and types. As-builts shall be submitted if any changes are made to the approved plans.
- 2.6 Sewer line connections will consist of a minimum 2" waste line tied into a minimum 2" waste line. All existing cast iron waste line connections shall be replaced with cast iron. All exposed underground cast iron shall be replaced.
- 2.7 All water supply lines shall be of Type M copper; minimum 1/2" diameter.
- 2.8 All pressure lines shall be securely strapped to prevent movement or knocking.
- 2.9 All piping in bathrooms with adjacent units shall be insulated for sound reduction, including penetrations thorough framing.
- 2.10 The Mutual Member assumes all responsibility for any damage that may occur due to construction.

3.0 ADDITIONAL REQUIREMENTS FOR INSTALLATIONS

- 3.1 Alterations involving common walls shall be fire rated per current California Building Code.
- 3.2 All exhaust fans must be installed per the Exhaust Fan/Vent Installation Standard.
- 3.3 All penetrations through walls shall be properly sealed to prevent water intrusion.
- 3.4 The waterproof integrity of the roof, including the selection and use of appropriate flashing and sealers, must be maintained.
- 3.5 Roof tie-ins for vents on PVC Cool Roofs must be made by an approved roofing contractor. A Roofing Contractor Verification Form will be required prior to the issuance of a permit.

- 3.6 Cutting or altering roof trusses for the installation of vents in attic spaces are strictly prohibited.

4.0 OBLIGATIONS

- 4.1 Member is responsible for damages to roof or other structures caused by any alteration.
- 4.2 The Mutual Member is responsible for, and will bear all costs associated with clean-up or repair of Mutual owned or controlled property made necessary by or resulting from the alteration.

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

Should the Board endorse the proposed revisions, Staff recommends that a motion be made and seconded to accept the resolution and allow discussion to ensure that the resolution reads to the satisfaction of the Board. Staff then recommends that a Board Member postpones the resolution to the next available Board Meeting no less than 30-days from the postponement to comply with Civil Code §4360.

Director Blackwell made a motion to introduce a resolution to adopt revisions to the United Mutual's Standard 43: Bathroom Splits. Director Dorrell seconded the motion.

Discussion ensued among the Directors.

President Skillman called for a vote and the motion passed by a vote of 8-2-0 (Directors Achrekar and Torng opposed).

15. Committee Reports

15a. Report of the Finance Committee / Financial Report – Director Morrison presented the Treasurer's Report and reported on the resale report and wasteline remediation. The committee did not meet in November. Next meeting January 30, 2018, 2:00 p.m. in the Sycamore Room

15b. Report of the Architectural Control and Standards Committee – Director Dorrell. Next meeting December 19, 2017, 9:30 a.m. in the Sycamore Room.

15c. Report of the Communications Committee – Director Blackwell. Next meeting TBA.

15d. Report of Executive Hearings Committee - President Skillman reported that the number one offense is unapproved occupancy. Next meeting January 25, 2018, 9:00 a.m. in the Willow Room.

15e. Report of the Governing Documents Review Committee - President Skillman reported that individuals do not understand the trust agreement and how co-ops operate. Next meeting January 22, 2018, 2:00 p.m. in the Sycamore Room.

15f. Report of the Landscape Committee - Director Blackwell. Next meeting December 14, 2017, 9:00 a.m. in the Board Room.

15g. Report of the Maintenance & Construction Committee - Director Tibbetts. Next meeting December 27, 2017, 9:00 a.m. in the Board Room

- **9a.** Ernesto Munoz, Director of Maintenance and Construction Presentation

15h. Report of the Resident Advisory Committee – Director Tibbetts. Next meeting December 13, 2017, 3:00 p.m. in the Sycamore Room

16. GRF Committee Highlights

16a. Report of the Finance Committee—Director Morrison. Next meeting December 20, 2017, 1:30 p.m. in the Board Room.

16b. Report of the Community Activities Committee—Director Dorrell. Next meeting January 11, 2018, 2:00 p.m. in the Board Room.

16c. Report of the Maintenance & Construction Committee—Director Leonard. Next meeting January 25, 2018, 9:00 a.m. in the Board Room.

16d. Report of the Media and Communication Committee—Director Blackwell. Next meeting December 18, 2017, 1:30 p.m. in the Board Room.

16e. Report of the Mobility and Vehicles Committee—Director Achrekar. Next meeting February 5, 2018, 1:30 p.m. in the Board Room.

16f. Report of the Security and Community Access Committee—Director Tibbetts. Next meeting December 21, 2017, 1:30 p.m. in the Board Room.

- Laguna Woods Village Traffic Hearings – Director Achrekar
Next meeting December 20, 2017, 9:00 a.m. in the Board Room

17. Future Agenda Items

17a. Entertain a Motion to Adopt a Resolution Approving Modifications to Financial Qualifications Policy (**DECEMBER initial notification - must postpone to JANUARY to conform to the 30-day notification requirement**)

17b. Entertain a Motion to Adopt a Resolution establishing an Anti-Discrimination Policy (**DECEMBER initial notification - must postpone to JANUARY to conform to the 30-day notification requirement**)

18. Director's Comments

19. Recess - *At this time the Meeting will recess for lunch and reconvene to Executive Session to discuss the following matters per California Civil Code §4935.*

The meeting recessed at 1:57 p.m. into the Executive Session

Closed Executive Session Agenda

Approval of Agenda

Approval of the Following Meeting Minutes;

(a) November 14, 2017 - Regular Executive Session

Discuss and Consider Member Matters

Discuss Personnel Matters

Discuss and Consider Contractual Matters

Discuss and Consider Litigation Matters

20. Adjourn



**Maggie Blackwell, Secretary
United Laguna Woods Mutual**

- (1) 413-A (Madrid, 4) - Approve Bathroom Addition, Change of Room Use, Window Addition, Atrium window to door and Installation of Resized Window in Living Room

RESOLUTION 01-17-XXX
Variance Request

WHEREAS, Ms. Jean Maroney of 413-A Avenida Castilla of United Laguna Woods Mutual, submitted a request for a variance to perform a bathroom addition, install a washer and dryer into the second bedroom, convert an atrium window into a sliding glass door, install an additional window in the living room, and resize the existing window in living room that looks into the patio; and

WHEREAS, a Neighborhood Awareness Notice was sent to Owners of affected Units on December 8, 2017, notifying them that an application to make an alteration to a neighboring Unit had been made and that comments or objections could be made in writing to the Architectural Controls and Standards Committee or in person at the Architectural Controls and Standards Committee Meeting on December 19, 2017.

NOW THEREFORE BE IT RESOLVED, on January 9, 2018, the Board of Directors hereby approves the request with the condition that the proposed alterations are constructed in accordance with the following criteria:

1. No improvement shall be installed, constructed, modified or altered at Unit 413-A, ("Property") within the United Laguna Woods Mutual ("Mutual") without an approved Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. ("VMS, Inc."), Manor Alterations Division ("Division"), or, in the event of a Variance from the Mutual's Alteration Standards, the Architectural Control and Standards Committee ("ACSC"). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member s ("Member ") agrees to comply with the Mutual's Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
2. A Mutual Consent for Unit Alterations has been granted at 413-A for a Bathroom Addition, Change of Room Use, Window Addition, Atrium window to door and Installation of Resized Window in Living Room, subject to the attached plans stamped approved and is subject to a final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. Member hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement

installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.

4. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member at 413-A and all future Mutual Members at 413-A.
5. Member shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, damage to Mutual property, and use of Mutual property for storage of equipment or materials without prior approval. Member acknowledges and agrees that all such persons are his/her invitees. Member shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.
6. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invitees.
7. Member's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
8. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
9. Member(s) of the Property must sign and submit to the Mutual, c/o VMS, Inc., at the Division office located in the Laguna Woods Village Community Center, an executed and notarized "Recordable Common Area Agreement" for a proposed improvement that would utilize any portion of the Mutual's Common Area. Prior to the issuance of a Mutual Consent for Unit Alterations, that "Recordable Common Area Agreement" must be filed with the Orange County Clerk/Recorder.
10. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Unit Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.
11. Prior to the issuance of a Mutual Consent for Unit Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting

the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.

12. Prior to the Issuance of a Mutual Consent for Unit Alterations, **the Member must have conducted an inspection of the waste lines, by a VMS Plumber, to assure no repairs are needed.** The inspection will be a chargeable service to the Member. Inspection appointments are to be made with Resident Services, by authorized persons only. Findings from the video inspection will be recorded on the chargeable service ticket for Unit Alterations staff to review.
13. Prior to the Issuance of a Mutual Consent for Unit Alterations, the approved exterior surface colors should match the Building color; fence/gate color of white vinyl or black or white tubular steel or wrought iron is approved as identified as the "United Laguna Woods Mutual Exterior Color Groups" at Resident Services on the first floor of the Community Center.
14. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.
15. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.
16. During construction, both the Mutual Consent for Unit Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
17. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.
18. The Mutual Consent for Unit Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
19. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, unpaid assessments, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.

Mutual Member shall indemnify, defend and hold harmless United and its officers, directors, committee Members and agents from and against any and all claims,

demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual Member's improvements and installation, construction, design and maintenance of same

- (2) 535-B (Seville, 5) – Approve Retain Entry Door Color

RESOLUTION 01-17-XXX
Variance Request

WHEREAS, Mr. Craig Gentry of 535-B Via Estrada of United Laguna Woods Mutual, submitted a request for a variance to retain the ‘Spiced Berry’ red entry door color; and

WHEREAS, a Neighborhood Awareness Notice was sent to Owners of affected Units on December 8, 2017, notifying them that an application to make an alteration to a neighboring Unit had been made and that comments or objections could be made in writing to the Architectural Controls and Standards Committee or in person at the Architectural Controls and Standards Committee Meeting on December 19, 2017.

NOW THEREFORE BE IT RESOLVED, on January 9, 2018, the Board of Directors hereby approves the request with the condition that the proposed alterations are constructed in accordance with the following criteria:

1. No improvement shall be installed, constructed, modified or altered at Unit 535-B, (“Property”) within the United Laguna Woods Mutual (“Mutual”) without an approved Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. (“VMS, Inc.”), Manor Alterations Division (“Division”), or, in the event of a Variance from the Mutual’s Alteration Standards, the Architectural Control and Standards Committee (“ACSC”). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member s (“Member ”) agrees to comply with the Mutual’s Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
2. A Mutual Consent for Unit Alterations has been granted at 535-B for Retaining non-standard Spiced Berry red entry door, subject to the attached plans stamped approved and is subject to a final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. Member hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.
4. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property’s Member at 535-B and all future Mututal Members at 535-B.

5. Member shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, damage to Mutual property, and use of Mutual property for storage of equipment or materials without prior approval. Member acknowledges and agrees that all such persons are his/her invitees. Member shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.
6. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invitees.
7. Member's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
8. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
9. Member(s) of the Property must sign and submit to the Mutual, c/o VMS, Inc., at the Division office located in the Laguna Woods Village Community Center, an executed and notarized "Recordable Common Area Agreement" for a proposed improvement that would utilize any portion of the Mutual's Common Area. Prior to the issuance of a Mutual Consent for Unit Alterations, that "Recordable Common Area Agreement" must be filed with the Orange County Clerk/Recorder.
10. Prior to the issuance of a Mutual Consent for Unit Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.
11. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.
12. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.

13. During construction, both the Mutual Consent for Unit Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
14. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.
15. The Mutual Consent for Unit Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
16. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, unpaid assessments, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.
17. Mutual Member shall indemnify, defend and hold harmless United and its officers, directors, committee Members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual Member's improvements and installation, construction, design and maintenance of same.

- (3) 535-C (Seville, 5) – Approve Retain Entry Door Color

RESOLUTION 01-17-XXX
Variance Request

WHEREAS, Ms. Ann Rappaport of 535-C Via Estrada, a Seville style unit, requests Board approval of a variance to retain the ‘Spiced Berry’ red entry door color; and

WHEREAS, a Neighborhood Awareness Notice was sent to Owners of affected Units on December 8, 2017, notifying them that an application to make an alteration to a neighboring Unit had been made and that comments or objections could be made in writing to the Architectural Controls and Standards Committee or in person at the Architectural Controls and Standards Committee Meeting on December 19, 2017.

NOW THEREFORE BE IT RESOLVED, on January 9, 2018, the Board of Directors hereby approves the request with the condition that the proposed alterations are constructed in accordance with the following criteria:

1. No improvement shall be installed, constructed, modified or altered at Unit 535-C, (“Property”) within the United Laguna Woods Mutual (“Mutual”) without an approved Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. (“VMS, Inc.”), Manor Alterations Division (“Division”), or, in the event of a Variance from the Mutual’s Alteration Standards, the Architectural Control and Standards Committee (“ACSC”). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member s (“Member ”) agrees to comply with the Mutual’s Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
2. A Mutual Consent for Unit Alterations has been granted at 535-C for Retaining non-standard Spiced Berry red entry door, subject to the attached plans stamped approved and is subject to a final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. Member hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.
4. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property’s Member at 535-C and all future Mututal Members at 535-C.

5. Member shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, damage to Mutual property, and use of Mutual property for storage of equipment or materials without prior approval. Member acknowledges and agrees that all such persons are his/her invitees. Member shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.
6. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invitees.
7. Member's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
8. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
9. Member(s) of the Property must sign and submit to the Mutual, c/o VMS, Inc., at the Division office located in the Laguna Woods Village Community Center, an executed and notarized "Recordable Common Area Agreement" for a proposed improvement that would utilize any portion of the Mutual's Common Area. Prior to the issuance of a Mutual Consent for Unit Alterations, that "Recordable Common Area Agreement" must be filed with the Orange County Clerk/Recorder.
10. Prior to the issuance of a Mutual Consent for Unit Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.
11. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.
12. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.

13. During construction, both the Mutual Consent for Unit Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
14. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.
15. The Mutual Consent for Unit Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
16. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, unpaid assessments, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.
17. Mutual Member shall indemnify, defend and hold harmless United and its officers, directors, committee Members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual Member's improvements and installation, construction, design and maintenance of same.

- (4) 703-B (Valencia, 9) – Approve Bathroom Split, Door Revision, Repurpose Bedroom and Atrium Wall Revision

RESOLUTION 01-17-XXX
Variance Request

WHEREAS, Mr. John Lavinio of 703-B Avenida Sevilla, a Valencia style unit, requests Board approval of a variance to perform a Bathroom Split, Door Revision, Repurpose Bedroom and Atrium Wall Revision; and

WHEREAS, a Neighborhood Awareness Notice was sent to Owners of affected Units on December 8, 2017, notifying them that an application to make an alteration to a neighboring Unit had been made and that comments or objections could be made in writing to the Architectural Controls and Standards Committee or in person at the Architectural Controls and Standards Committee Meeting on December 19, 2017.

NOW THEREFORE BE IT RESOLVED, on January 9, 2018, the Board of Directors hereby approves the request with the condition that the proposed alterations are constructed in accordance with the following criteria:

1. No improvement shall be installed, constructed, modified or altered at Unit **703-B**, (“Property”) within the United Laguna Woods Mutual (“Mutual”) without an approved Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. (“VMS, Inc.”), Manor Alterations Division (“Division”), or, in the event of a Variance from the Mutual’s Alteration Standards, the Architectural Control and Standards Committee (“ACSC”). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member s (“Member ”) agrees to comply with the Mutual’s Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
2. A Mutual Consent for Unit Alterations has been granted at **703-B** for **Bathroom Split, Door Revision, Repurpose Bedroom and Atrium Wall Revision**, subject to the attached plans stamped approved and is subject to a final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. Member hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.

4. All costs for maintenance, repair, renovation, replacement or removal of the improvement, present and future, are the responsibility of the Property's Member at 703-B and all future Mutual Members at 703-B.
5. Member shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, damage to Mutual property, and use of Mutual property for storage of equipment or materials without prior approval. Member acknowledges and agrees that all such persons are his/her invitees. Member shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.
6. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invitees.
7. Member's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
8. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
9. A City of Laguna Woods permit is required, which may include the requirement to obtain clearance from the South Coast Air Quality Management District (Asbestos Hot Line at (909) 396-2336). Prior to the issuance of a Mutual Consent for Unit Alterations, the appropriate City of Laguna Woods permit number(s) must be submitted to the Division office located in the Laguna Woods Village Community Center. The City permit must be finalized within the prescribed timeframe, and a copy of the final permit must be submitted to the Division within two weeks.
10. Prior to the issuance of a Mutual Consent for Unit Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.
11. Prior to the Issuance of a Mutual Consent for Unit Alterations, **the Member must have conducted an inspection of the waste lines, by a VMS Plumber, to assure no repairs are needed.** The inspection will be a chargeable service to the Member. Inspection appointments are to be made with Resident Services, by

authorized persons only. Findings from the video inspection will be recorded on the chargeable service ticket for Unit Alterations staff to review.

12. Prior to the issuance of a Mutual Consent for Manor Alterations, any altered exterior surface should match the Building color; vinyl fence/gate will be either white or taupe, tubular steel or wrought iron fence/gate will be black or white; the approved colors and materials are identified as "Third Laguna Hill Mutual Color Selections" at Resident Services, located at the Community Center first floor.
13. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.
14. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.
15. During construction, both the Mutual Consent for Unit Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
16. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.
17. The Mutual Consent for Unit Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
18. Violations of the forgoing conditions or the Mutual's Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, unpaid assessments, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.
19. Mutual Member shall indemnify, defend and hold harmless United and its officers, directors, committee Members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual Member's improvements and installation, construction, design and maintenance of same.

- (5) 2048-A (Valencia, Plan FG04) Approve Install Access Ramp at Entry

RESOLUTION 01-17-XXX
Variance Request

WHEREAS, Jean Lee Clarkson of 2048-A Via Mariposa East, a Valencia style unit, requests Board approval of a variance to install an access ramp in Common Area outside of her unit adjacent to the existing entry way; and

WHEREAS, a Neighborhood Awareness Notice was sent to Owners of affected Units on December 8, 2017, notifying them that an application to make an alteration to a neighboring Unit had been made and that comments or objections could be made in writing to the Architectural Controls and Standards Committee or in person at the Architectural Controls and Standards Committee Meeting on December 19, 2017.

NOW THEREFORE BE IT RESOLVED, on January 9, 2018, the Board of Directors hereby approves the request with the condition that the proposed alterations are constructed in accordance with the following criteria:

1. No improvement shall be installed, constructed, modified or altered at Manor **2048-A**, (“Property”) within the United Laguna Woods Mutual (“Mutual”) without an approved Mutual Consent for Manor Alterations application for the improvement has been made to, and approved, in writing, by, the Village Management Services, Inc. (“VMS, Inc.”), Manor Alterations Division (“Division”), or, in the event of a Variance from the Mutual’s Alteration Standards, the Architectural Control and Standards Committee (“ACSC”). In the event written permission is given for the installation, construction, modification or alteration of any improvement(s) upon the Property, the Member s (“Member ”) agrees to comply with the Mutual’s Governing Documents and any specific terms or conditions imposed, and that the installation, construction, modification or alteration shall be in strict compliance with the terms of the approval.
2. A Mutual Consent for Manor Alterations has been granted at **2048-A** for **Installing Access Ramp at Entry**, subject to the attached plans stamped approved and is subject to a final inspection by the Division. Any variations to the approved attached plans are not allowed and could result in a stop work notice and/or severe fines to the Member.
3. All costs for maintenance, repair, renovation, replacement or removal of the Access Ramp, present and future, are the responsibility of the Property’s Member at 2048-A and all future Mutual members at 2048-A.
4. Member hereby agrees to remove the access ramp upon sale of the Unit unless the Unit is sold to an individual(s) who possess a physical disability that requires an access ramp.
5. Member hereby consents to and grants to the Mutual and the Division, and their representatives, a right of entry upon the Property at any time to be used to inspect

the Property and the improvements thereon and for the Mutual and the Division, and their representatives and contractors to remedy any violation upon the Property, including, but not limited to, removing trash, removing any improvement installed without approval or modifying an improvement to bring the same into compliance with the terms of the approval.

6. Member shall be responsible for all activity by contractors, subcontractors, material suppliers and their employees and agents and any others who perform work on the Property, including any violation of the Mutual's Governing Documents, including, but not limited to, traffic and parking violations, maintenance of a clean job site at all times, and use of Mutual property for storage of equipment or materials without prior approval. Member acknowledges and agrees that all such persons are his/her invitees. Member shall be responsible for informing all his/her invitees of the Mutual's Rules and Regulations. Member shall be liable for any violation of the Mutual's Governing Documents by any invitee, including any fine, assessment or other charge levied in connection therewith.
7. Member is responsible for following the gate clearance process (<http://www.lagunawoodsvillage.com>) in place to admit contractors and other invitees.
8. Member's contractors and other invitees shall travel to and from the job site by the most direct route available and are not authorized to use Mutual recreational facilities or other amenities while they are in the Village for performance of work in connection with the Property.
9. Parking of contractors or other invitees' vehicles is prohibited in covered resident parking, open resident spaces, handicapped spaces or fire lanes. Contractors or other invitees must park on the street. To the extent possible contractors' or other invitees' vehicles should be limited in number.
10. Member(s) of the Property must sign and submit to the Mutual, c/o VMS, Inc., at the Division office located in the Laguna Woods Village Community Center, an executed and notarized "Recordable Common Area Agreement" for a proposed improvement that would utilize any portion of the Mutual's Common Area. Prior to the issuance of a Mutual Consent for Manor Alterations, that "Recordable Common Area Agreement" must be filed with the Orange County Clerk/Recorder.
11. Prior to the issuance of a Mutual Consent for Manor Alterations, a complete set of unit specific plans prepared by a licensed architect or structural engineer depicting the proposed improvement must be submitted to the Division office located in the Laguna Woods Village Community Center. The plans must depict any required structural modifications ensuring the structural integrity of the building is maintained upon completion of the proposed improvement.
12. Prior to the Issuance of a Mutual Consent for Manor Alterations, the Member shall request a Landscape Department inspection in order to assure all landscape, irrigation, and drainage modifications associated with the improvements are identified and completed by the Landscape Department at the expense of the

Member . All gutter drainage shall be directed away from structures, free standing walls, foundations, and pedestrian walkways.

13. Prior to the Issuance of a Mutual Consent for Manor Alterations, the approved exterior surface colors should match the Building color; fence/gate color of white vinyl or black or white tubular steel or wrought iron as identified as “United Laguna Woods Mutual Exterior Color Groups” at Resident Services, located on the ground floor of Community Center.
14. All improvements must be installed in accordance with the California State Building Code, and the published Mutual Architectural Alterations Standards. See <http://www.lagunawoodsvillage.com>.
15. During construction, work hours established by the Mutual and the Noise Ordinance set forth in the City of Laguna Woods Municipal Code must be adhered to at all times.
16. During construction, both the Mutual Consent for Manor Alterations and the City Building Permit must be on display for public view at all times in a location approved by the Division.
17. It is mandatory that no waste or materials associated with the construction be dumped in the Village trash bins; such waste or materials associated with the construction must be disposed of offsite by the contractor.
18. The Mutual Consent for Manor Alterations expires six months after the date of approval, unless an application is submitted with fees and approved by the Division for an extension. Only one extension for a maximum of an additional six months may be granted.
19. Violations of the forgoing conditions or the Mutual’s Governing Documents (See <http://www.lagunawoodsvillage.com>), including, but not limited to, unpaid assessments, work outside the approved plans, excessive noise, illegal dumping, or working after hours, will result in disciplinary action, which could result in a stop work notice, loss of privileges and/or severe fines to the Member. Such fines left unpaid will result in forfeiture of a portion or all of the Conformance Deposit required above or other legal remedy.
20. Mutual member shall indemnify, defend and hold harmless United and its officers, directors, committee members and agents from and against any and all claims, demands, costs, fines, judgments, settlements and any other costs, expenses, amounts and liabilities arising from Mutual member’s improvements and installation, construction, design and maintenance of same.
21. The Mutual Consent Applicant or agent must contact the Manor Alterations Division as soon as the project is complete and has received a Final City of Laguna Woods permit approval in order to arrange a final inspection for Mutual Consent.

RESOLUTION 01-18-xxx
Tree Removal Denial

WHEREAS, February 12, 2013, that the Board of Directors adopted Resolution 01-13-17 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

WHEREAS, on December 14, 2017, the Landscape Committee recommended to deny the request to remove the tree located at 373-C; and

NOW THEREFORE BE IT RESOLVED, January 9, 2018, the Board of Directors denied a request for the removal of one Crape Myrtle tree because it does not comply with the tree removal guidelines;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

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RESOLUTION 01-18-xxx
Tree Removal Denial

WHEREAS, February 12, 2013, that the Board of Directors adopted Resolution 01-13-17 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

WHEREAS, on December 14, 2017, the Landscape Committee recommended to deny the request to remove the tree located at 396-A; and

NOW THEREFORE BE IT RESOLVED, January 9, 2018, the Board of Directors denied a request for the removal of one Southern Magnolia tree because it does not comply with the tree removal guidelines;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

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RESOLUTION 01-18-xxx
Tree Removal Denial

WHEREAS, February 12, 2013, that the Board of Directors adopted Resolution 01-13-17 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

WHEREAS, on December 14, 2017, the Landscape Committee recommended to deny the request to remove the trees located at 599-E; and

NOW THEREFORE BE IT RESOLVED, January 9, 2018, the Board of Directors denied a request for the removal of two Canary Island Pine trees because it does not comply with the tree removal guidelines;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

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RESOLUTION 01-18-xxx
Tree Removal Denial

WHEREAS, February 12, 2013, that the Board of Directors adopted Resolution 01-13-17 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

WHEREAS, on December 14, 2017, the Landscape Committee recommended to deny the request to remove the tree located at 756-D; and

NOW THEREFORE BE IT RESOLVED, January 9, 2018, the Board of Directors denied a request for the removal of one Brazilian Pepper tree because it does not comply with the tree removal guidelines;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

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RESOLUTION 01-18-xxx
Tree Removal Denial

WHEREAS, February 12, 2013, that the Board of Directors adopted Resolution 01-13-17 tree removal guidelines:

- Unless there is a purposeful reason, trees should not be removed merely because they are messy, or because of residents' personal preferences concerning shape, color, size, or fragrance.
- Trees should not be removed because of view obstruction.
- Trees on slopes should not be removed if the removal will contribute to the destabilization of that slope.
- Trees which are damaging or will damage a structure, pose a hazard, in failing health or interfering with neighboring trees, will be considered for removal.

WHEREAS, on December 14, 2017, the Landscape Committee recommended to deny the request to remove the tree located at 915-D; and

NOW THEREFORE BE IT RESOLVED, January 9, 2018, the Board of Directors denied a request for the removal of one Brazilian Pepper tree because it does not comply with the tree removal guidelines;

RESOLVED FURTHER, that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out this resolution.

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RESOLUTION 01-18-XX

Recording of a Lien

WHEREAS, Member ID 947-392-10; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

WHEREAS, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

NOW THEREFORE BE IT RESOLVED, January 9, 2018, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-392-10 and;

RESOLVED FURTHER; that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

RESOLUTION 01-18-XX

Recording of a Lien

WHEREAS, Member ID 947-407-49; is currently delinquent to United Laguna Woods Mutual with regard to the monthly assessment; and

WHEREAS, a Notice of Delinquent Assessment (Lien) will be filed upon adoption of this resolution following at least a majority vote of the Board (with no delegation of such action by the Board), acting in an open meeting, and for which the Board's vote is recorded in the minutes;

NOW THEREFORE BE IT RESOLVED, January 9, 2018, that the Board of Directors hereby approves the recording of a Lien for Member ID 947-407-49 and;

RESOLVED FURTHER; that the officers and agents of this Corporation are hereby authorized on behalf of the Corporation to carry out the purpose of this resolution.

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STAFF REPORT

DATE: January 9, 2018
FOR: Board of Directors
SUBJECT: Appointment of Ex Officio Officer

RECOMMENDATION

Staff recommends adoption of a revised Resolution to add the Assistant Treasurer Ex Officio position to the list of officers.

BACKGROUND

The Laguna Woods Village boards previously operated with several non-voting ex officio positions, which were removed in the year preceding a management transition to VMS Inc. The CEO/General Manager remains as an ex officio Vice President per governing documents.

DISCUSSION

Certain financial documents require the signature of an officer of the Corporation. VMS uses the position of Chief Financial Officer for this purpose. Establishing the VMS CFO position as Assistant Treasurer Ex Officio for United Mutual would save administrative time and provide a knowledgeable staff member with signing authority as a corporate representative, while following policies and restrictions set forth by the Board (i.e. delegation matrix, borrowing resolution, etc.)

The documents to be executed by an ex officio Assistant Treasurer include:

- Tax Returns, State & Federal
- State Filings (i.e. escheat, fuel tax)
- Cable System Copyright and Royalty Filings
- Banking Agreements:
 - Treasury Services
 - Deposit Account Signature Card
 - Facsimile Signature Agreement
 - Wire Transfers (requires two signatures)
 - ACH Authorizations (allowed for electronic payments, i.e. tax agencies, merchant accounts)
 - Merchant Account Agreements (credit card payment processing i.e. Broadband, Pro Shop)
 - Vendor Credit Applications (used to establish trade credit/payment terms)
- Other documents delegated to the CEO as Assistant Vice President, in his absence

FINANCIAL ANALYSIS

None

Prepared By: Lori Moss, Community Manager

ATTACHMENT(S)

ATT1: Resolution – Appointment of Officers

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Attachment 1

RESOLUTION 01-18-xx

Appointment of Officers

RESOLVED, on January 9, 2018, pursuant to the United Laguna Woods Bylaws Article 9 - Officers, which sets guidelines, terms and responsibilities for the election of Officers to this Corporation, the following persons are hereby elected to the office indicated next to their names to serve:

| | |
|------------------|-----------------------|
| Juanita Skillman | President |
| Janey Dorrell | First Vice President |
| Don Tibbetts | Second Vice President |
| Maggie Blackwell | Secretary |
| Gary Morrison | Treasurer |

RESOLVED FURTHER, that the following Staff persons are hereby appointed as ex Officio officers of this Corporation:

| | |
|----------------------------|--|
| Bradley Hudson | Vice President ex Officio |
| <i>Betty Parker</i> | <i>Assistant Treasurer ex Officio</i> |

RESOLVED FURTHER, that Resolution 01-17-135, adopted October 10, 2017, is hereby superseded and canceled; and

RESOLVED FURTHER, that the officers and agents of this Corporation are directed on behalf of the Corporation to carry out this resolution.

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ENDORSEMENT (to Third Board)

Handyman Services Program

Laguna Woods Village is considering implementing a handyman service for its residents. The service would help residents with everyday repairs and other help not covered by monthly assessments. Although handyman services are readily available to the residents from a third party vendor, an in-house handyman service may be more convenient and potentially more cost effective, as well as a more secured way of delivering the services to our residents

A motion was made and carried unanimously to recommend the Board approve endorsing the Handyman Services Program.

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STAFF REPORT

DATE: December 27, 2017
FOR: Maintenance and Construction Committee
SUBJECT: Handyman Services Program

RECOMMENDATION

Direct staff to implement a Handyman Services Program in United Laguna Woods Mutual.

BACKGROUND

Laguna Woods Village is considering implementing a handyman service for its residents. The service would help residents with everyday repairs and other help not covered by monthly assessments. Although handyman services are readily available to the residents from a third party vendor, an in-house handyman service may be more convenient and potentially more cost effective, as well as a more secured way of delivering the services to our residents

As directed by the VMS Board, staff researched the handyman program provided at Rossmoor of Walnut Creek. Their program started off gradually using one dedicated handyman staff member to respond to requests. By the end of the first year, 800 manors were enrolled and this number has steadily increased since the program began causing the number of handymen to be increased to 2.5.

DISCUSSION

The proposed Handyman Services Program will be staffed by skilled VMS employees that have a particular expertise in this unique Community.

For one low annual fee of \$200 to enroll, residents will receive up to 3 service calls per month, not to exceed 2 hours per service call. In order for this program to be favorable, an estimated 500 residents would need to enroll.

Handyman service requests will be called into Resident Services and an appointment would be scheduled for the authorized service (Attachment 1). If this program is implemented, staff anticipates that the call volume to Resident Services will increase by approximately 2 percent.

For your review and consideration, provided are samples of Frequently Asked Questions (FAQs) as well as the Terms and Conditions from the Rossmoor of Walnut Creek Handyman Service Program (Attachment 2 and 3). These documents may require some modification to fit the needs of United Laguna Woods Mutual.

The approved 2018 annual budget provides the necessary funding for an additional employee that could be utilized for this program. In addition, a vehicle and tools will be required and are estimated to cost \$50,000, which will require approval and funding by the Golden Rain Foundation.

FINANCIAL ANALYSIS

None at this time.

Prepared By: Patrick Cleary, Maintenance Operations Manager

Reviewed By: Ernesto Munoz, P.E., Maintenance and Construction Director

ATTACHMENT(S)

- Attachment 1 – Description of Services
- Attachment 2 – Terms and Conditions
- Attachment 3 – Frequently Asked Questions

ATTACHMENT 1

Golden Rain Handyman Program – Description of Services

- Fluorescent Tubes/Light Bulbs: Replace any light bulb in the manor including non-functioning appliance bulbs. Resident is responsible for supplying bulbs. Replace defective fluorescent ballast.
- Lamps: Repair or replace defective switches, sockets, and wiring. Replace defective cords and plugs. Replace defective cord line dimmer switches. Assemble and test new lamps.
- Light Fixtures: Raise, lower and install resident-supplied chandeliers. Repair or replace defective light sockets and ballasts. Repair wiring within the fixture. Repair or replace dimmer switch. Install new resident-supplied light fixtures.
- Other Electrical: Replace defective light switches and outlets. Replace defective GFI outlets. Reset tripped circuit breakers. Replace defective wall dimmer switch. Repair electrical wiring shorts within the box. Replace defective door bell, button and transformer.
- Drains: Clear clogged drains within the unit including kitchen sink trap, garbage disposal, dishwasher air gap, bathroom sink trap, toilets, tub, and shower.
- Plumbing: Repair or replace traps, pipes and hoses from the floor to the wall as needed. Repair tub and shower mixing valves. Repair or replace tub and basin stoppers.
- Toilets: Replace defective flush valves, balls, and flappers. Replace seals as needed. Resolve stoppages.
- Sinks, Kitchen and Bath: Replace leaking hoses and supply lines. Replace defective spray heads. Unplug, clean or replace drain traps. Repair or replace defective stoppers. Repair or replace defective pull rods. Remove trap to recover items lost in drain.
- Tub and Showers: Repair or adjust tub and shower doors as needed. Repair or replace mixing valve. Clear clogged drains. Repair stopper. Replace shower head (resident-supplied). Reinstall fallen shower curtain.
- Faucets: Repair faucets within the unit. Replace aerators, if needed. Replace handles (resident-supplied).
- Garbage Disposals: Replace resident supplied disposal. Clear jammed disposals. Reset switch. Replace defective wall switch. Clean or replace air gap as needed. Repair or replace electrical cord.
- Dishwashers: Remove object in tub. Repair interior parts as needed. Tighten counter attachment screws as needed. Repair leaking drain hose.
- Vent Fans: Replace defective switch. Repair fan blade vibration. Replace defective motor.
- Resident Assistance Equipment (all equipment supplied by resident): Install wood blocks under bed. Install raised toilet seat. Install toilet support/grab bars. Tighten loose shower grab bars.
- Water Heaters: Adjust temperature. Inspect for leaks. Relight pilot light. Replace supply line washers as needed. Replace defective thermo coupler. Replace defective heating element. Replaced defective thermostat control. Reset tripped thermostat control. Replace defective safety valve. Repair leaking drain valve. Repair wiring.
- Window and Deck Shades: Adjust pull string. Tighten loose brackets. Replace worn end brackets. Install (resident-supplied) shades.
- Closet doors: Adjust or reset doors. Lubricate doors as needed. Replace defective rollers and missing or defective floor glides. Adjust locking handles. Lubricate hinges as needed.
- Closets: Replace broken clothes pole and sockets.

- Sliding Glass Doors and Windows: Lubricate and adjust rollers. Replace defective rollers. Adjust and lubricate lock. Replace defective lock. Adjust off track door. Replace fallen screens.
- Sliding Screens: Adjust off track door. Lubricate as needed. Replace defective rollers. Adjust or replace latch. Reinsert loose screen in frame.
- Drapery Rods: Lubricate pulley as needed. Replace defective draw cord. Replace defective cord tension device. Replace plastic hook eyelets as needed. Reinstall rod screws. Remove drapes for cleaning and reinstall.
- Drawers: Repair or replace broken runners. Lubricate hinges as needed. Tighten loose screws. Lubricate or replace rollers as needed. Tighten loose pull knobs.
- Cabinets: Tighten loose hinges. Lubricate and adjust hinges as needed. Replace defective hinges. Tighten loose pull knobs.

The “Personal Services” section describes chore type services. Please note that this section is not exhaustive and many other tasks/chores may be performed on a negotiable case-by-case basis.

Golden Rain Handyman Service does not cover cleaning tasks of any kind, although you may use the service to help you access areas to make it easier for you to clean them (i.e. moving a heavy appliance to allow cleaning below or behind it.)

Personal Services – Are intended to help residents with everyday chores that have become a burden. The resident will supply any necessary parts for personal services. Items covered include, but are not limited to:

- Install vacuum cleaner bag
- Remove or install table leaves
- Open or close convertible couches
- Turn mattress
- Move lightweight furniture
- Hang small lightweight shelves
- Move or hang potted plants
- Install paper towel hangers
- Install cup hooks
- Small carpentry jobs
- Duplicate keys made

Other tasks that take less than a half-hour will be considered on a negotiated basis.

ATTACHMENT 2

GOLDEN RAIN HANDYMAN SERVICE

TERMS AND ONDITIONS

LENGTH OF CONTRACT

This Agreement shall be effective for one full year from the date that payment for the program and this contract are received.

COST

The cost of the program is \$200.00 per year. Please make your check payable to Golden Rain Foundation or GRF.

SERVICES

The resident purchasing the service program is entitled to three (3) service calls per month for his/her manor for services listed on the Service Description List attached to this Agreement for the term of the Agreement. Services not listed on the Service Description List are excluded.

For purposes of this Agreement a service call is one trip to a manor to perform services, provided such trip does not exceed two hours. Single trips shall be considered two service calls if they exceed two hours. If additional trips are needed to complete the services requested it will not count as another service call unless such additional trips cause the total service time to exceed the two hour limit.

PARTS

All parts required for services under this Agreement will be supplied by Golden Rain unless it states otherwise in the Service Description List. Parts required to be supplied by the resident may be purchased by the resident from Golden Rain at the time of service. Parts are subject to availability.

Golden Rain does not assume responsibility or liability for any damage or loss in any way related to Golden Rain's alleged failure to obtain parts in a timely manner.

APPOINTMENTS AND HOURS

Services will be scheduled and services will be performed during regular business hours, Monday through Friday, 8:00 AM to 3:30 PM, excluding holidays. To schedule services a resident should call 597-4600 and reference the Handyman Services Program.

Services requested by the resident after hours or on holidays will not be covered by this Agreement Regardless of whether they fall within the scope of services set forth on the Service Description List.

Golden Rain does not assume responsibility or liability for any damage or loss in any way related to Golden Rain's alleged untimely response to any "emergency" or other request for service.

TRANSFER TO NEW OWNER

A resident's rights and obligations under this Agreement shall be transferred during the term of the Agreement to any individual that subsequently purchases his/her manor. This transfer shall occur automatically upon change in ownership and at no charge. Under no circumstances may a resident's rights under this Agreement be transferred to a different address than that under which it was purchased.

ATTACHMENT 3

FAQS

FREQUENTLY ASKED QUESTIONS

Below are some frequently asked questions and answers about the Handyman Services Program.

Q: How do I arrange for handyman service at my manor?

A: Call (949) 597-4600. A representative will schedule an appointment at a time that is convenient for you.

Q: What is the cost for service?

A: The rate is \$200 for a full year.

Q: Can I pay with a credit card?

A: No. At this time Golden Rain Foundation is only able to accept checks or cash for payment.

Q: How do I join?

A: By signing a Service Agreement and submitting payment. This can be done a few different ways.

1) Visit us in person at Resident Services in the Laguna Woods Village Community Center, where a representative can walk you through the process.

2) Call Resident Services at (949) 597-4600. You will be sent the necessary documents along with a return envelope in which you return the signed Service Agreement and your check.

3) Call Resident Services at (949) 597-4600 to arrange an appointment for the handyman lead to come to your manor. He will accept your signed Service Agreement and check and also perform a walk-through of your manor if you wish. This will allow you to discuss potential issues and allow him to become familiar with your manor for the future.

4) Print out a copy of the Service Agreement, fill it out and send it with a check for the correct amount to GRF to P.O. Box 2220, Laguna Hills, CA 92654-2220, Attn: Handyman Service.

Q: How many requests can I make for service?

A: You are allowed three calls per month with each call allowing up to two hours of work

Q: Is there a charge per service call?

A: No. The only cost to you is the yearly fee. Parts that are not covered by the Service Agreement will need to be provided by the resident, or paid for at the time of service.

Q: When is the service offered?

A: Appointments are available Monday through Friday from 8:00 a.m. to 3:30 p.m., excluding holidays. You may call for service during those hours, or leave a voice mail outside of those hours and your call will be returned the next business day.

Q: If I sell my unit and move to another manor within Rossmoor, does the Service Agreement move with me?

A: No. The Service Agreement is tied to the manor. The new buyer will retain the Service Agreement benefit.

Q: Can I cancel my Service Agreement?

A: Yes. You may cancel within the first 30 days of signing and receive a full refund if the service has not been used. If the service has been used, you are entitled to a pro-rated refund based on the retail value of services performed.

Q: What is covered by the Service Agreement?

A: Many items are covered. See details of items covered on the Description of Services List.

Q: Will my Mutual coverage change?

A: No. Maintenance policies for your Mutual remain the same.

DRAFT



STAFF REPORT

DATE: January 9, 2018
FOR: United Board of Directors
SUBJECT: United Committee Appointments

RECOMMENDATION

Approve a Resolution of the Committee Appointments for Board Committees.

BACKGROUND

Changes to the Board Committees occurred due to requests from the Board members.

DISCUSSION

The United Board Committee Assignments (Attachments 1) have been updated.

FINANCIAL ANALYSIS

None

Prepared By: Cheryl Silva, Assistant Corporate Secretary

Reviewed By: Lori Moss, Community Manager

ATTACHMENT(S)

Attachment 1: United Board Appointments Resolution

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RESOLUTION 01-17-xxx
United Laguna Woods Mutual Committee Appointments

RESOLVED, January 9, 2018, that the following persons are hereby appointed to serve the Corporation in the following capacities:

Architectural Control and Standards Committee

Janey Dorrell, Chair
Don Tibbetts, Co-Chair
Cash Achrekar
Pat English
Non-Voting Advisers: Michael Mehrain, Kay Anderson, Walter Ridley

Business Planning

Juanita Skillman, Chair
Gary Morrison, Co-Chair
Pat English
Andre Torng

Communications Committee

Maggie Blackwell, Chair
Juanita Skillman - Alternate

Executive Members Hearing Committee

Juanita Skillman, Chair
Janey Dorrell, Co-Chair
Cash Achrekar
Steven Leonard

Finance Committee

Gary Morrison, Chair
Manuel Armendariz
Pat English
Steve Leonard
Juanita Skillman
Non-voting Adviser: Alan Dickenson

Governing Documents Review Committee

Juanita Skillman, Chair
Maggie Blackwell, Co-Chair
Steve Leonard
Gary Morrison
Non-voting Advisers: Bevan Strom, Mary Stone

Laguna Woods Village Traffic Hearings

Cash Achrekar, Rotating Chair

Landscape Committee

Maggie Blackwell, Chair
Manuel Armendariz
Janey Dorrell
Non-Voting Adviser: Pamela Grunke

Maintenance and Construction Committee

Don Tibbetts, Chair
Steve Leonard, Co-Chair
Reza Bastani
Janey Dorrell
Pat English
Gary Morrison
Non-voting Adviser: Del Ng, Jack Bassler

New Resident Orientation

Per Rotation List

Resident Advisory Committee

Don Tibbetts, Chair
Cash Achrekar, Co-Chair
Andre Torng
Non-voting Advisers: Kay Anderson, Nancy Lannon

Laguna Woods Energy Committee

Steve Leonard

RESOLVED FURTHER Resolution 01-17-131, adopted November 14, 2017 is hereby superseded and canceled.

RESOLVED FURTHER the officers and agents of this Corporation are hereby authorized, on behalf of the Corporation, to carry out this resolution.

Financial Report

As of November 30, 2017



INCOME STATEMENT

ACTUAL
(in Thousands)

TOTAL REVENUE

\$35,990

TOTAL EXPENSE

33,524

Revenue over Expense

\$2,466

Slide 1

Financial Report

As of November 30, 2017



Through November, United was better than budget by \$3,310K primarily due to fewer outside services in reserve programs :

Expenditures

- **Wasteline Replacements, work started late May**
- **Building Structures, fewer replacements**
- **Water Lines, program on hold**
- **Countertops, fewer replacements**

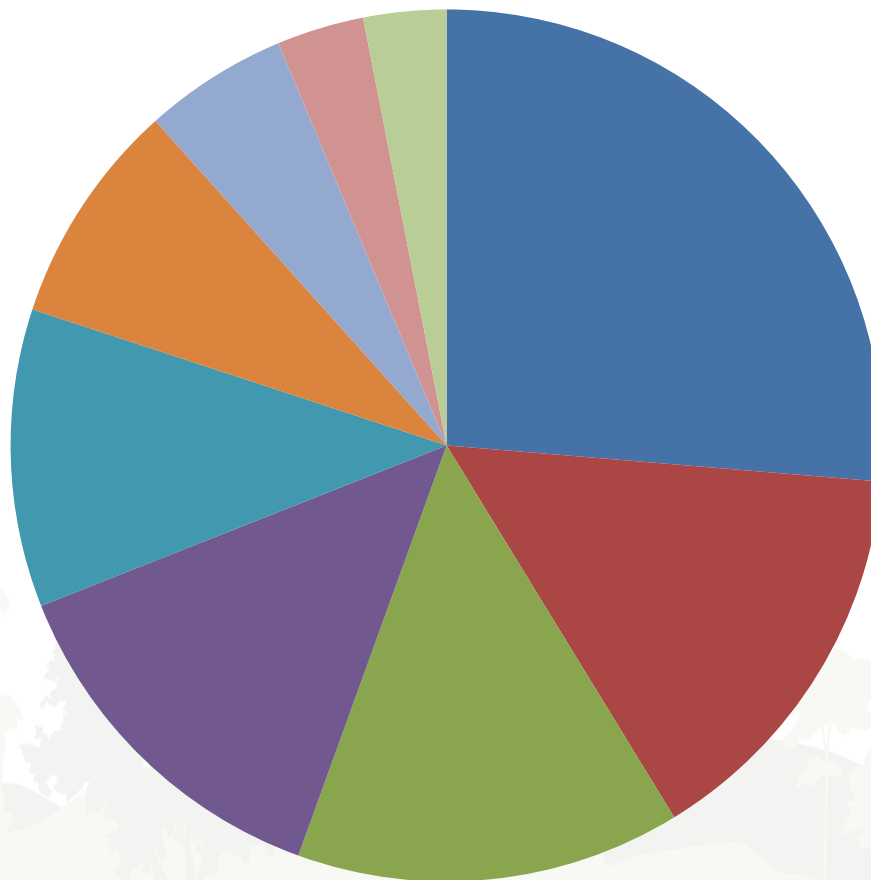
Slide 2

Financial Report

As of November 30, 2017



Total Non Assessment Revenues \$1,118,879



- 28% Interest Income
- 15% Laundry
- 14% Fees and Charges for Services
- 13% Resale Processing Fee
- 11% Miscellaneous
- 8% Lease Processing Fee
- 5% Golf Cart Electric Fee
- 3% Additional Occupant Fee
- 3% Merchandise Sales

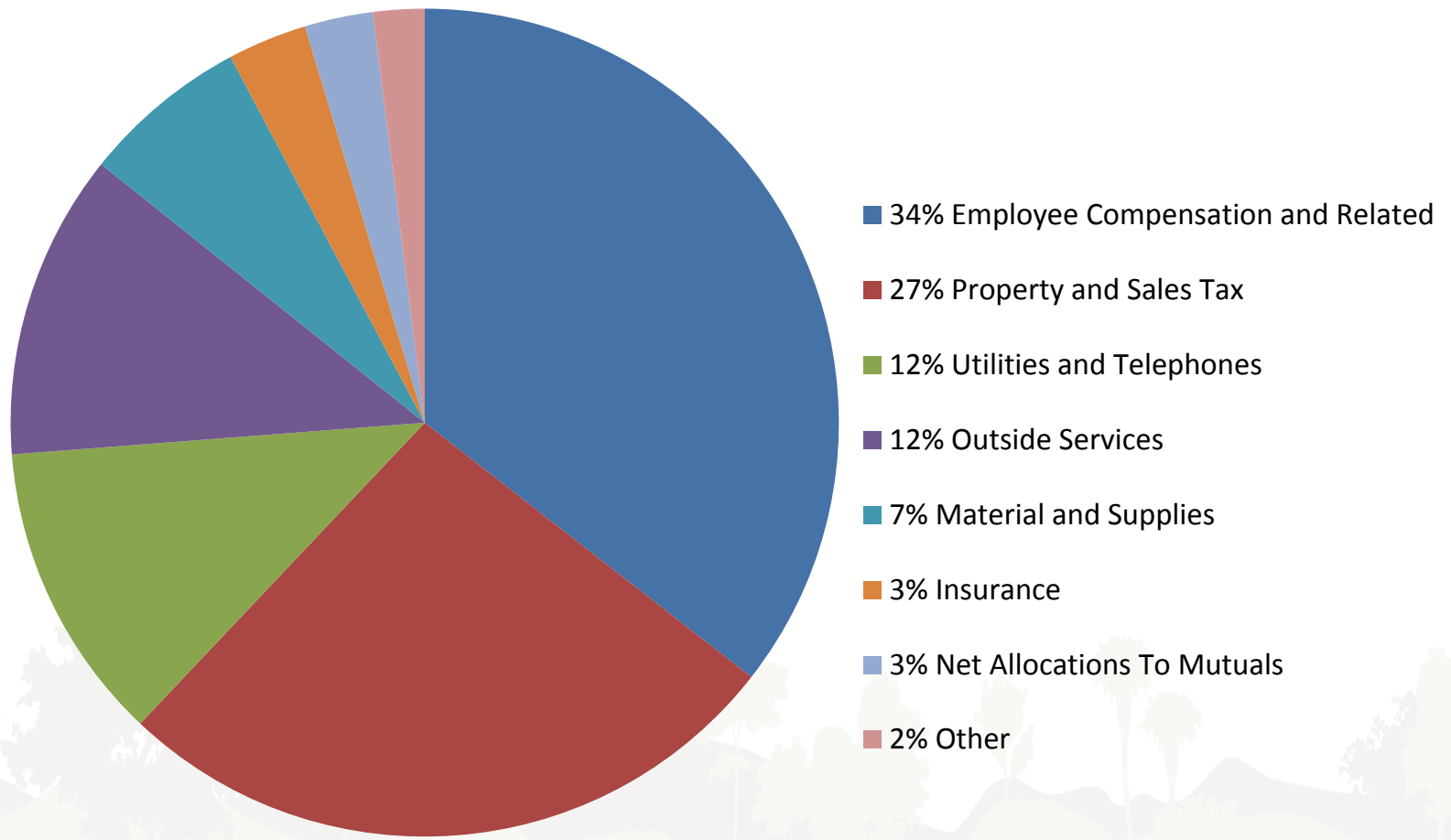
Slide 3

Financial Report

As of November 30, 2017



Total Expenses \$33,524,156



Slide 4

Financial Report

As of November 30, 2017



NON OPERATING FUND BALANCES

ACTUAL

(in Thousands)

BEGINNING BALANCES: 1/1/17

\$20,412

Contributions & Interest

11,237

Expenditures

(8,353)

Current Balances: 11/30/17

\$23,296

Slide 5

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Monthly Resale Report

PREPARED BY

MUTUAL

REPORT PERIOD

Community Services Department

United

December, 2017

| MONTH | NO. OF REALES | | TOTAL SALES VOLUME IN \$\$ | | AVG RESALE PRICE | |
|-----------------------|---------------|---------------|----------------------------|----------------------|------------------|------------------|
| | THIS YEAR | LAST YEAR | THIS YEAR | LAST YEAR | THIS YEAR | LAST YEAR |
| January | 38 | 46 | \$8,968,930 | \$9,883,000 | \$236,024 | \$214,848 |
| February | 35 | 38 | \$8,512,700 | \$9,023,400 | \$243,220 | \$237,458 |
| March | 38 | 45 | \$9,580,000 | \$8,501,500 | \$252,105 | \$188,922 |
| April | 43 | 48 | \$10,177,429 | \$10,445,600 | \$236,684 | \$217,617 |
| May | 60 | 47 | \$15,888,800 | \$10,833,200 | \$264,813 | \$230,494 |
| June | 40 | 44 | \$10,744,150 | \$9,229,600 | \$268,604 | \$209,764 |
| July | 32 | 45 | \$7,887,100 | \$10,900,900 | \$246,472 | \$242,242 |
| August | 43 | 48 | \$11,310,367 | \$11,613,874 | \$263,032 | \$241,956 |
| September | 37 | 42 | \$9,212,742 | \$10,834,000 | \$248,993 | \$257,952 |
| October | 29 | 36 | \$7,898,500 | \$8,062,550 | \$272,362 | \$223,960 |
| November | 37 | 45 | \$9,793,900 | \$11,308,800 | \$264,700 | \$251,307 |
| December | 49 | 34 | \$12,579,440 | \$8,099,300 | \$256,723 | \$238,215 |
| TOTAL | 481.00 | 518.00 | \$122,554,058 | \$118,735,724 | | |
| MON AVG | 40.00 | 43.00 | \$10,212,838 | \$9,894,644 | \$254,478 | \$229,561 |
| % CHANGE - YTD | -7.1% | | 3.2% | | 10.9% | |

% Change calculated (ThisYear - LastYear)/LastYear

* Amount is excluded from percent calculation

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**Resales Report
United Laguna Woods Mutual
December, 2017**

| Close | Manor | Mutual | Price | Model/Style | Listing Realtor | Buyer Realtor | Escrow |
|------------|-------|--------|-----------|---------------|------------------------------|-----------------------------|--------------------------|
| 12/12/2017 | 25-R | 1 | \$217,500 | Casa Blanca | HomeSmart Evergreen | No Broker | Granite Escrow |
| 12/08/2017 | 28-B | 1 | \$330,100 | Seville | HomeSmart Evergreen | HomeSmart Evergreen | Granite Escrow |
| 12/15/2017 | 38-B | 1 | \$220,000 | Granada | Bennion & Deville Fine Homes | Allison James | Homestead Escrow |
| 12/08/2017 | 51-B | 1 | \$305,000 | San Sebastian | HomeSmart Evergreen | Berkshire Hathaway | Escrow Options Group |
| 12/12/2017 | 98-B | 1 | \$250,000 | San Sebastian | Realty One Group | Berkshire Hathaway | Homestead Escrow |
| 12/15/2017 | 98-C | 1 | \$300,000 | San Sebastian | Seven Gables Real Estate | HomeSmart Evergreen | Homestead Escrow |
| 12/18/2017 | 107-T | 1 | \$220,000 | Casa Blanca | Vantage Real Estate | First Team Real Estate | Homestead Escrow |
| 12/06/2017 | 118-T | 1 | \$199,990 | Casa Blanca | HomeSmart Evergreen | No Broker | Granite Escrow |
| 12/12/2017 | 119-C | 1 | \$235,000 | Majorca | Laguna Premier Realty, Inc | Coldwell Banker | Pacific Closing Services |
| 12/07/2017 | 120-B | 1 | \$292,000 | Seville | HomeSmart Evergreen | HomeSmart Evergreen | Escrow Options Group |
| 12/29/2017 | 252-C | 1 | \$299,000 | Valencia | Century 21 Rainbow | Ferragamo Real Estate | Granite Escrow |
| 12/29/2017 | 272-P | 1 | \$57,000 | Casa Blanca | No Broker | No Broker | Granite Escrow |
| 12/11/2017 | 277-B | 1 | \$269,000 | La Corona | Century 21 Rainbow | Coldwell Banker | Homestead Escrow |
| 12/04/2017 | 327-D | 1 | \$335,000 | Seville | HomeSmart Evergreen | Star Real Estate | Escrow Options Group |
| 12/04/2017 | 345-D | 1 | \$225,000 | Majorca | Laguna Premier Realty, Inc | Keller Williams Real Estate | Pacific Closing Services |
| 12/07/2017 | 357-B | 1 | \$305,000 | Seville | HomeSmart Evergreen | Prea Realty | Homestead Escrow |
| 12/06/2017 | 447-A | 1 | \$253,000 | Granada | Coldwell Banker | Laguna Premier Realty, Inc | Homestead Escrow |
| 12/13/2017 | 455-D | 1 | \$270,000 | Madrid | First Team Estates | First Team Estates | Homestead Escrow |
| 12/19/2017 | 476-C | 1 | \$238,000 | Majorca | Laguna Premier Realty, Inc | Aspero Realty | Granite Escrow |
| 12/07/2017 | 503-A | 1 | \$325,000 | Cordoba | Charles Ryan & Associates | Realty One Group | Homestead Escrow |
| 12/18/2017 | 518-A | 1 | \$470,000 | Cordoba | Century 21 Rainbow | Century 21 Rainbow | Homestead Escrow |
| 12/21/2017 | 577-B | 1 | \$250,000 | San Sebastian | Luxe Realty, Inc | Century 21 Rainbow Realty | Homestead Escrow |

**Resales Report
United Laguna Woods Mutual
December, 2017**

| Close | Manor | Mutual | Price | Model/Style | Listing Realtor | Buyer Realtor | Escrow |
|------------|--------|--------|-----------|---------------|-----------------------------|-----------------------------|--------------------------|
| 12/21/2017 | 599-D | 1 | \$308,000 | Granada | Laguna Premier Realty, Inc | First Team Real Estate | Homestead Escrow |
| 12/27/2017 | 629-D | 1 | \$158,000 | Cadiz | HomeSmart Evergreen | Keller Williams Real Estate | Escrow Options Group |
| 12/21/2017 | 629-O | 1 | \$138,650 | Cadiz | HomeSmart Evergreen | Intergrated Realty Group | Escrow Options Group |
| 12/22/2017 | 656-A | 1 | \$210,000 | Castilla | North Hills Realty | Laguna Premier Realty, Inc | Homestead Escrow |
| 12/05/2017 | 656-B | 1 | \$198,000 | Castilla | Berkshire Hathaway | Mark Carlson, Broker | Homestead Escrow |
| 12/01/2017 | 684-C | 1 | \$251,000 | La Corona | Laguna Premier Realty, Inc | Laguna Premier Realty, Inc | Granite Escrow |
| 12/01/2017 | 717-A | 1 | \$250,000 | Valencia | Laguna Woods Village Realty | Laguna Premier Realty, Inc | Granite Escrow |
| 12/14/2017 | 737-C | 1 | \$330,000 | San Sebastian | HomeSmart Evergreen | Century 21 Rainbow | Escrow Options Group |
| 12/13/2017 | 743-Q | 1 | \$190,000 | Casa Blanca | Coldwell Banker | South West Realty | Homestead Escrow |
| 12/13/2017 | 767-B | 1 | \$230,000 | Barcelona | Century 21 Rainbow Realty | Presidential Incorporated | Homestead Escrow |
| 12/08/2017 | 780-D | 1 | \$185,000 | Cadiz | Evan Gost Real Estate | Coldwell Banker | Homestead Escrow |
| 12/19/2017 | 792-B | 1 | \$230,000 | Madrid | Village Real Estate | Laguna Premier Realty, Inc | Granite Escrow |
| 12/26/2017 | 809-C | 1 | \$177,000 | Cadiz | Regency Real Estate | Lauren Honey Marcus | Homestead Escrow |
| 12/29/2017 | 914-D | 1 | \$307,000 | Seville | Village Real Estate | No Broker | Granite Escrow |
| 12/14/2017 | 930-Q | 1 | \$135,000 | Cadiz | Coldwell Banker | Village Real Estate | West Coast Escrow |
| 12/18/2017 | 934-Q | 1 | \$260,000 | Casa Linda | Laguna Premier Realty, Inc | Re/Pro | Pacific Closing Services |
| 12/27/2017 | 955-C | 1 | \$202,500 | Coronado | First Team Estates | Regency Real Estate | Homestead Escrow |
| 12/15/2017 | 959-D | 1 | \$227,000 | Casa Contenta | Olivo Real Estate | Coldwell Banker | Granite Escrow |
| 12/13/2017 | 2026-A | 1 | \$438,000 | Cordoba | Presidential Real Estate | Keller Williams Real Estate | Homestead Escrow |
| 12/29/2017 | 2030-B | 1 | \$290,000 | Seville | HomeSmart Evergreen | HomeSmart Evergreen | Escrow Options Group |
| 12/04/2017 | 2034-B | 1 | \$255,000 | Seville | Laguna Premier Realty, Inc | Laguna Premier Realty, Inc | Homestead Escrow |
| 12/13/2017 | 2038-B | 1 | \$260,000 | San Sebastian | Century 21 Rainbow | Coldwell Banker | Homestead Escrow |
| 12/18/2017 | 2047-B | 1 | \$379,000 | Valencia | HomeSmart Evergreen | Village Real Estate | Homestead Escrow |

**Resales Report
United Laguna Woods Mutual
December, 2017**

| Close | Manor | Mutual | Price | Model/Style | Listing Realtor | Buyer Realtor | Escrow |
|--------------|--------------|---------------|--------------|--------------------|------------------------|---------------------------|----------------------|
| 12/29/2017 | 2053-A | 1 | \$290,000 | Valencia | HomeSmart Evergreen | HOM Sotheby's | Escrow Options Group |
| 12/14/2017 | 2054-A | 1 | \$319,800 | Monterey | First Team Real Estate | Star Estates | West Coast Escrow |
| 12/28/2017 | 2121-O | 1 | \$182,900 | Coronado | HomeSmart Evergreen | HomeSmart Evergreen | Escrow Options Group |
| 12/07/2017 | 2184-O | 1 | \$312,000 | Castilla | Mark Carlson, Broker | Surterre Properties, Inc. | Homestead Escrow |

Number of Resales: 49

Total Resale Price: \$12,579,440

Average Resale Price: \$256,723

Median Resale Price: \$251,000

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Monthly Resale Report

PREPARED BY
Community Services Department

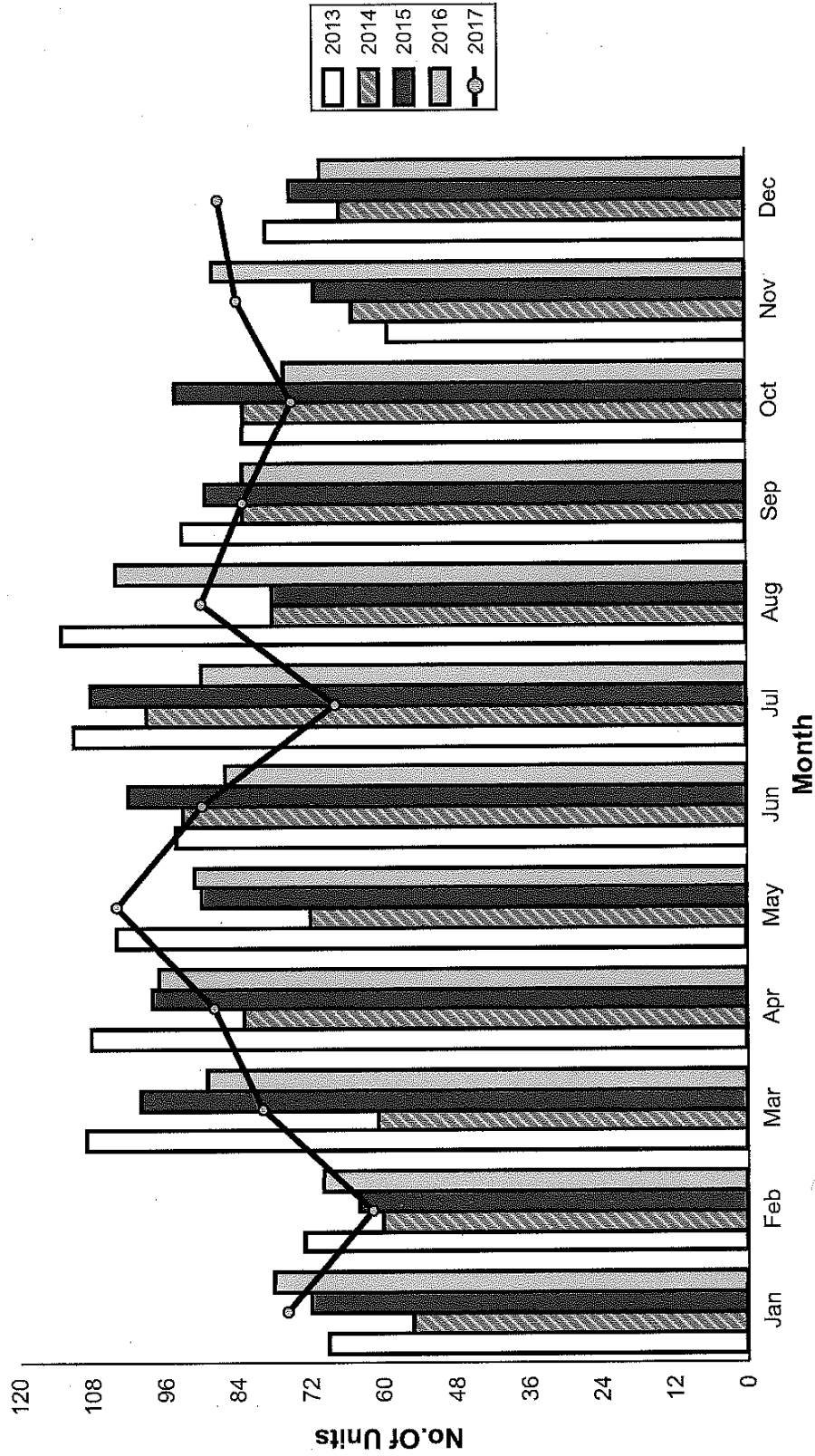
MUTUAL
All Mutuals

REPORT PERIOD
December, 2017

| MONTH | NO. OF RESALES | | TOTAL SALES VOLUME IN \$\$ | | AVG RESALE PRICE | |
|----------------|----------------|-----------|----------------------------|---------------|------------------|-----------|
| | THIS YEAR | LAST YEAR | THIS YEAR | LAST YEAR | THIS YEAR | LAST YEAR |
| January | 76 | 78 | \$23,481,992 | \$20,660,350 | \$308,974 | \$264,876 |
| February | 63 | 70 | \$18,400,200 | \$20,379,400 | \$292,067 | \$291,134 |
| March | 80 | 89 | \$24,765,800 | \$22,910,361 | \$309,573 | \$257,420 |
| April | 88 | 97 | \$29,024,579 | \$28,616,128 | \$329,825 | \$295,012 |
| May | 105 | 91 | \$34,046,751 | \$24,537,100 | \$327,373 | \$269,638 |
| June | 90 | 86 | \$31,945,600 | \$22,067,900 | \$354,951 | \$256,603 |
| July | 68 | 91 | \$21,413,120 | \$27,013,400 | \$314,899 | \$296,851 |
| August | 90 | 104 | \$29,277,556 | \$32,699,074 | \$325,306 | \$314,414 |
| September | 83 | 83 | \$25,232,780 | \$23,485,500 | \$307,717 | \$282,958 |
| October | 75 | 76 | \$26,703,200 | \$21,449,050 | \$356,043 | \$282,224 |
| November | 86 | 88 | \$29,641,100 | \$27,762,000 | \$344,664 | \$315,477 |
| December | 87 | 70 | \$31,088,715 | \$20,628,100 | \$357,342 | \$294,687 |
| TOTAL | 991.00 | 1023.00 | \$325,021,393 | \$292,208,363 | | |
| MON AVG | 82.00 | 85.00 | \$27,085,116 | \$24,350,697 | \$327,394 | \$285,108 |

* Amount is excluded from percent calculation

Resales - 5 Year Comparison



MONTHLY LEASING REPORT

Report Period:
Dec-17

| MONTH | LEASES IN EFFECT | | | | |
|--------|------------------|----------|----------|-----------|---------|
| | 1 Month | 3 Months | 6 Months | 12 Months | Renewed |
| JAN. | 1 | 35 | 67 | 408 | 8 |
| FEB. | 0 | 33 | 66 | 406 | 9 |
| MARCH | 1 | 32 | 60 | 415 | 10 |
| APRIL | 2 | 20 | 38 | 406 | 13 |
| MAY | 1 | 31 | 34 | 412 | 12 |
| JUNE | 0 | 41 | 33 | 407 | 11 |
| JULY | 0 | 43 | 35 | 411 | 14 |
| AUGUST | 0 | 41 | 35 | 404 | 17 |
| SEPT. | * 2 | 25 | 30 | 394 | 28 |
| OCT. | 0 | 20 | 31 | 390 | 36 |
| NOV. | 0 | 19 | 42 | 386 | 24 |
| DEC. | 0 | 30 | 43 | 384 | 28 |

| | | | | | |
|-----------------|-----|------|------|-------|------|
| Monthly Average | 0.6 | 30.8 | 42.8 | 401.9 | 17.5 |
|-----------------|-----|------|------|-------|------|

| | | | | | |
|-------------------|-----|---|------|---|----|
| Percentage Leased | 485 | / | 6323 | = | 8% |
|-------------------|-----|---|------|---|----|

* Sublet approved prior to policy change.

| Total this year | Total last year |
|-----------------|-----------------|
| 519 | 484 |
| 514 | 481 |
| 518 | 468 |
| 479 | 471 |
| 490 | 489 |
| 492 | 510 |
| 503 | 519 |
| 497 | 521 |
| 479 | 514 |
| 477 | 516 |
| 471 | 518 |
| 485 | 516 |

| | | |
|-------|---------|-------|
| 493.7 | Jan-Dec | 500.6 |
|-------|---------|-------|

| Total Expirations |
|-------------------|
| 44 |
| 33 |
| 65 |
| 71 |
| 45 |
| 63 |
| 27 |
| 47 |
| 61 |
| 41 |
| 44 |
| 45 |

| |
|------|
| 48.8 |
|------|

| New Monthly Transactions | | |
|--------------------------|----------|------------|
| Leases | Renewals | Extensions |
| 38 | 2 | 0 |
| 40 | 0 | 1 |
| 60 | 0 | 1 |
| 42 | 0 | 11 |
| 68 | 0 | 11 |
| 47 | 0 | 1 |
| 36 | 0 | 4 |
| 56 | 0 | 0 |
| 52 | 0 | 1 |
| 50 | 9 | 2 |
| 21 | 29 | 0 |
| 36 | 22 | 0 |

| | | |
|------|-----|-----|
| 45.5 | 5.2 | 2.7 |
|------|-----|-----|

New Leases = Units Sublet

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OPEN MEETING

**REGULAR MEETING OF THE UNITED LAGUNA WOODS MUTUAL
ARCHITECTURAL CONTROL AND STANDARDS COMMITTEE**

**Tuesday, December 19, 2017 – 9:30 a.m.
Laguna Woods Village Community Center Sycamore Room
24351 El Toro Road**

REPORT

MEMBERS PRESENT: Janey Dorrell - Chair, Don Tibbetts, Juanita Skillman, Cash Achrekar, Andre Torng, and Steve Leonard

MEMBERS ABSENT: Reza Bastani and Advisor Mike Mehrain

ADVISORS PRESENT: Kay Anderson

STAFF PRESENT: Kurt Wiemann, Gavin Fogg, and Eve Morton

1. Call to Order

Chair Dorrell called the meeting to order at 9:30 a.m.

2. Acknowledgement of Media

No media were present.

3. Approval of the Agenda

Director Cash made a motion and President Skillman seconded to approve the agenda. The committee was in unanimous support.

4. Approval of the Report for November 28, 2017

Director Cash made a motion and Director Tibbetts seconded to approve the report. The committee was in unanimous support.

5. Committee Chair Remarks

Chair Dorrell stated she is honored to be a part of this Architectural Controls and Standards Committee (ACSC) and also appreciates the help of the Advisors. She stated the goal of the ACSC is to make the process of requesting an alteration to be simple and easy for Members. She thanked the committee members for all the work that has been accomplished since the inception of the ACSC.

6. Member Comments - (Items Not on the Agenda)

None

7. Department Head Update

Mr. Wiemann reported that the Alterations Department will now be moving to the Spruce Room, hopefully by the end of February. Since there will be more room in this new location, the Alterations Supervisor, will also be relocated to the new location. Mr. Wiemann stated that this move will be a positive change for the department and will further the goal of simplifying the process.

Consent:

All matters listed under the Consent Calendar are considered routine and will be enacted by the Committee by one motion. In the event that an item is removed from the Consent Calendar by members of the Committee, such item(s) shall be the subject of further discussion and action by the Committee.

None

Items for Discussion and Consideration:

8. 413-A (Madrid, 4) Bathroom Addition, Change of Room Use, Window Addition, Atrium window to door and Installation of Resized Window in Living Room

President Skillman made a motion to accept Staff's recommendation and Director Tibbetts seconded. A vote was cast and the motion was approved unanimously.

9. 535-B (Seville, 5) Retain Entry Door Color

Director Achrekar made a motion to accept Staff's recommendation and President Skillman seconded. A vote was cast and the motion was approved unanimously.

10. 535-C (Seville, 5) Retain Entry Door Color

Director Achrekar made a motion to accept Staff's recommendation and President Skillman seconded. A vote was cast and the motion was approved unanimously.

11. 703-B (Valencia, 9) Bathroom Split, Door Revision, Repurpose Bedroom and Atrium Wall Revision

President Skillman made a motion to accept Staff's recommendation and Director Achrekar seconded. A vote was cast and the motion was approved unanimously.

12.2048-A (Valencia, FG04) Install Access Ramp at Entry

Chair Dorrell made a motion and President Skillman seconded to table this item pending legal counsel comment. A vote was cast and the motion was approved unanimously.

Also, the committee requested that Staff discuss with the Maintenance Division the possible impact the ramp installation would have on the surrounding trees roots, shrubs and irrigation.

Staff was also asked to provide more detail on where the proposed ramp would be in relation to the tree.

13. Update on Feasibility of Converting As-Builts to Record Drawings

As requested by the Committee, Mr. Wiemann gave a verbal report on the feasibility and cost of converting the existing architectural and plumbing plans, which are in .pdf format, to Computer Aided Design (CAD) format or to a more legible form, for use by Members seeking alterations.

Staff received a quote for the conversion to CAD from .pdf from an engineering firm on contract with VMS. The cost to convert the As-Builts to Record Drawings in CAD would be \$750 to \$1,000 per page, depending on the quality of the drawing. The firm stated they would be unable to convert illegible drawings. The approximate cost would be approximately \$10,000 per type of Unit. Discussion ensued and by consensus the Committee decided not to pursue the issue.

President Skillman made a motion to have Staff write a one-page Staff Report on this subject to be received and filed. A vote was cast and the motion was approved unanimously.

Reports:

None

Items for Future Agendas:

The committee requested that Staff provide a draft of a Standard for closet relocation to the next meeting.

Concluding Business:

14. Committee Member Comments

Chair Dorrell said she is looking forward to 2018 and wants to encourage Walt Ridley (231-H) to join the committee as an Advisor. She told everyone to have a wonderful holiday. President Skillman thanked Chair Dorrell for her work as the Chair.

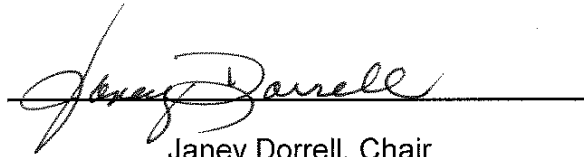
The committee requested a recommendation to the Board that Walt Ridley of 231-H, with his extensive architectural background, be an advisor on this committee.

15. Date of Next Meeting and Bus Tour – January 17, 2018

16. Bus Tour:

The Committee agreed by consensus that the scheduled bus tour was unnecessary.

17. Adjournment at 10:54 a.m.

A handwritten signature in cursive script, reading "Janey Dorrell", is written over a solid horizontal line.

Janey Dorrell, Chair
Kurt Wiemann, Staff Officer
Eve Morton – Alterations Coordinator 268-2565

REGULAR MEETING OF THE UNITED LAGUNA WOODS MUTUAL
GOVERNING DOCUMENTS REVIEW COMMITTEE

Monday, November 27, 2017 – 2:00 PM
Laguna Woods Village Community Center, Sycamore Room
24351 El Toro Road, Laguna Woods, CA 92637

MEMBERS PRESENT: Juanita Skillman – Chair; and Directors Steve Leonard, Gary Morrison, Maggie Blackwell, and Advisors Bevan Strom and Mary Stone

OTHERS PRESENT: United Directors Don Tibbets, Andre Torng, Maxine MacIntosh, and Janey Dorrell, VMS Director Dick Rader

STAFF PRESENT: Lori Moss, Pamela Bashline, and Eve Morton

REPORT

1. Call to Order

Chair Skillman called the meeting to order at 2:03 p.m.

2. Acknowledgement of Press

No press present.

3. Approval of the Agenda

Community Manger, Lori Moss, asked to add 11a. "Review an Anti-Discrimination Agreement Policy" to the agenda. Director Leonard made a motion and Director Blackwell seconded it to approve the agenda, with the addition, and by consensus, it was approved.

4. Approval of Report from the October 23, 2017 meeting

Mary Stone requested the capitalization of some words. Director Blackwell made a motion, and Director Leonard seconded it to approve the Minutes with the changes and by consensus it was unanimous.

5. Chair's Remarks

The Chair brought an article from attorney, Kelly Richardson, for the committee to review.

Chair Skillman reported that the first President's meeting was held that morning and included each Mutual. The issue discussed was communication between the Boards and how to improve it.

She reported that the Anti-Discrimination Agreement Policy is important for the Directors to be aware of and it will be reviewed in the committee today.

6. Member Comments (Items not on the agenda)

(641-O) Sherri Hanover asked about the hearings being recorded. Chair Skillman said the Corporate Secretary must keep track of who said what in the meetings. So, recordings are done only for the use of the Corporate Secretary when writing the meeting Minutes. Then, the recording is erased after the Minutes are signed and approved.

7. Department Head Update

None

Consent:

All matters listed under the Consent Calendar are considered routine and will be enacted by the Committee by one motion. In the event that an item is removed from the Consent Calendar by members of the Committee, such item(s) shall be the subject of further discussion and action by the Committee.

None

Reports:

None

Items for Discussion and Consideration:

8. Review Log from Resident Services

The Committee requested that Christine Spahr from Resident Services make a presentation regarding benchmarks at the next Board meeting.

Advisor Strom thanked Director Leonard for adding information to Next Door regarding where to find Village YouTube recordings.

9. Review Report on Guarantors

Director Leonard presented a chart on the history of guarantors in United going back to 2002.

Pamela Bashline was asked to prepare a report showing individuals used as a guarantor for multiple properties and to report her findings at the next committee meeting.

Chair Skillman asked Director Leonard to make a slide or two of his information to use to present at the next Board meeting. He agreed.

Discussion ensued regarding requiring a guarantor to have enough funds available in the U.S. to qualify.

10. Discuss the Minimum Income Requirement with Director Tibbets

Director Don Tibbets spoke about minimum income requirements. He stated that the current minimum income requirement in the Village is within the County "poverty level." He commented that there is concern that people are not making enough to pay assessments.

Advisor Strom said people forget about the property taxes due each month. The level of income to qualify to live in the Village should be based on the cost of the home.

Director Leonard presented information from federal and county published sources regarding poverty guidelines and retirement income. He suggested a minimum requirement of \$30,000 for a single person and \$45,000 a year combined income for a couple moving into the Village. He stated that debt must be taken into account, not only income.

Ms. Bashline reported that 75 percent of residents pay with cash and others obtain a loan from NCB. Director Morrison reported that there is about \$76,000 in unpaid assessments currently.

Director Skillman said impacts on staff and board workload must be considered before changing any qualifications. She commented that there is no way to determine when a guarantor dies. The Village is intended to be an independent, active adult community. She stated that the Village could turn into an assisted living community because it is less expensive than a nursing home.

Chair Skillman asked for consensus on eliminating guarantors. Advisor Strom commented that if the minimum requirement was raised then guarantors would not be needed. There was a unanimous decision by the Committee to recommend to the Board elimination of guarantors.

Director Blackwell made a motion to recommend to the Board an increase in the minimum income requirement from \$36,000 to \$40,000.

Discussion ensued.

There was a unanimous decision by the Committee to recommend to the Board that the minimum income requirement be raised from \$36,000 to \$40,000.

11. Review and Make Recommendations to Sublease Policy

The committee discussed the renewal fee. Director Leonard recommended keeping the fees out of the policy and instead to refer to the current fee schedule. The committee unanimously agreed.

Page 6 of 19, No. 3, first sentence should read, "The privileges of membership in GRF, as defined by GRF, ..."

Page 13 of 19, No. C2, should read, "Check for processing fee made payable to Laguna Woods Village." Staff was asked to check with Betty Parker to confirm this change was permitted.

Page 13 of 19, Section 10, remove the fee table and refer to the current fee schedule.

Page 14 of 19, Section 10, remove the fee table and refer to the current fee schedule.

Director Blackwell made a motion and the committee unanimously agreed to send these changes to the Board.

11a. Review Anti-Discrimination Policy

Chair Skillman requested that a policy be prepared to be included with a briefer resolution.

The committee agreed unanimously to recommend the policy to the Board.

Concluding Business:

12. Committee Member Comments

Director Leonard said it was a good meeting.

Director Blackwell said she is glad the committee is doing these things to protect our residents.

Advisor Stone thanked Staff for adding the amended Trust Agreement to the website.

Advisor Strom reported that Seal Beach just gave new ID cards to every resident. In Walnut Creek, every tenant must now pay \$50 a month to use the GRF facilities.

13. Future Agenda Items

- a. Review of Updated Resale Documents
- b. Review Communication Piece for Residents Regarding Trusts

c. Review and Discuss Current Election Guidelines

14. Date of next meeting will be January 22, 2017.

15. Adjournment at 4:20 p.m.



Juanita Skillman, Chair

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OPEN MEETING

**REPORT OF REGULAR MEETING OF THE UNITED LAGUNA WOODS
MUTUAL MAINTENANCE AND CONSTRUCTION COMMITTEE**

**Wednesday, December 27, 2017 - 9:00 a.m.
Laguna Woods Village Community Center Board Room
24351 El Toro Road**

MEMBERS PRESENT: Don Tibbetts – Chair, Steve Leonard, Reza Bastani, Juanita Skillman, Pat English

MEMBERS ABSENT: Gary Morrison, Janey Dorrell

ADVISORS PRESENT: Del Ng & Jack Bassler

STAFF PRESENT: Ernesto Munoz – Staff Officer, Mark Stal, Laurie Chavarria

1. Call to Order

Chair Tibbetts called the meeting to order at 9:02 a.m.

2. Acknowledgement of Media

Chair Tibbetts noted no members of the media were present.

3. Approval of the Agenda

The agenda was approved as written.

4. Approval of Meeting Report for October 25, 2017

The Meeting Report for October 25, 2017 was approved as written.

5. Chairman's Remarks

Chair Tibbetts welcomed Jack Bassler as an advisor to the Committee and spoke about the great service he received from security and plumbing staff when he experienced a shower stoppage on Christmas Eve.

6. Member Comments - (*Items Not on Agenda*)

There were no Member Comments.

7. Department Head Update

Ernesto Munoz spoke about the Leak Smart water shut-off device used on water heaters that cannot be plumbed to the exterior of the building. This device has now been approved by the City of Laguna Woods and offers a more cost effective solution to the Watts Floodsafe Device.

CONSENT CALENDAR - All matters listed under the Consent Calendar are considered routine and will be enacted by the Committee by one motion. In the event that an item is removed from the Consent Calendar by members of the Committee, such item(s) shall be the subject of further discussion and action by the Committee.

Consent:

- 8. Project Log**
- 9. Maintenance Programs Reports**
- 10. Maintenance Expenditures Report & Variance Explanations**
- 11. Toilet Replacement Report**

A motion was made and carried unanimously to approve all items listed in the Consent Calendar.

Reports:

12. Toilet Supply Line Maintenance

Ernesto Munoz provided an update and answered questions from the Committee.

Discussion ensued regarding the smoke alarm program, angle stop fittings, and calcium buildup.

13. Wasteline Program Update

Ernesto Munoz provided an update on the Wasteline Remediation Epoxy Lining Program and answered questions from the Committee.

Discussion ensued regarding program acceleration, budget increases, program monitoring, interior and exterior waste lines, cost per linear foot and staffing bill rates,

14. Walkway Lighting Analysis SOW & RFP

Mark Stal and Ernesto Munoz provided an update on the Walkway Lighting RFP and answered questions from the Committee.

Discussion ensued regarding the existing 2,600 light fixtures, locations for lighting surveys, lumens needed and additional lighting.

Anthony Liberatore (521-B) commented on carport lighting.

Dick Rader (270-D) commented on lighting for cul-de-sacs.

A motion was made and carried unanimously to accept staff's recommendation to enter into a contract not to exceed \$10,000 with US Energy Services, Inc. to provide on-call electrical and lighting consultant services and to perform lighting upgrade projects as needed.

15. Handyman Services Program

Ernesto Munoz provided an update on the Handyman Services Program and answered questions from the Committee.

Discussion ensued regarding services provided, number of service calls per month, alterations, and call handling by Resident Services,

A motion was made and carried unanimously to accept staff's recommendation to endorse this program to the Board.

16. Additional Parking in CDS 9 (oral discussion)

Director Leonard requested that parking near Laundry Room 115 in cul-de-sac 9.

Ernesto Munoz commented that this was a small project that would just require restriping, using the budgeted Operating Fund.

Discussion ensued regarding removal of walkway, number of additional spaces created, and optional areas for parking spaces adjacent to the laundry room.

A motion was made and carried unanimously to have staff re-stripe the parking area on the side of Laundry Room 115 in cul-de-sac 9 using budgeted operating funds.

Items for Future Agendas:

Street Signage Request Policy/Procedure
Copper Pipe Supply Line Leaks Report (April, July, and October 2018)

Concluding Business:

Committee Member Comments

- Directors Skillman, Leonard and Chair Tibbetts complemented Ernesto Munoz and staff for their hard work and great efforts to provide a thorough and easy to understand agenda packet.
- Director Bastani requested that he be sent the Scope of Work for the Pushmatic Panel Program.

Date of Next Meeting – February 28, 2018

Adjournment

The meeting was adjourned at 10:53 a.m.

DRAFT

Don Tibbetts, Chair